

Software License and Service Agreement

THIS AGREEMENT made effective as of November 10, 2025 (the "Agreement")

BETWEEN:

Niksorika SLR, Reg. no. 3-102-917935, registered address La Trinidad, Del Bar Piropos, Cien Metros Norte Ytrecientos Este, Casa Manoderecha, San Jose-Moravia, Costa Rica (hereinafter the "Provider")

-AND-

Kika Technology B.V., Reg. no. 164980, registered address Zuikertuintjeweg Z/N, Willemstad, Curaçao (hereinafter the "Licensee")

both hereinafter jointly referred to as the "Parties" and each of them as a "Party"

WHEREAS, the Provider specializes in the provision of gaming software and supporting Services and holds the authority to grant licenses for the exploitation and use of the Software and Services;

WHEREAS, the Licensee is a company seeking to obtain rights to the Software from the Provider and has requested approval for its use, along with support in utilizing the Software, to which the Provider has agreed to deliver both the Software and Support Services as outlined in this Agreement and its Appendices;

WHEREAS, the Provider is willing to grant the Licensee the right to use the Software under closed source code conditions as a hosted solution, assumes responsibility for its delivery to the Licensee as defined in Appendix A, along with any additional services agreed upon in writing by the Parties, and the Licensee is responsible for accepting the Software and issuing the associated payment for its use, as set forth in this Agreement;

NOW, THEREFORE, the Parties, being independent and autonomous traders with separate entrepreneurial, financial, and legal responsibilities, hereby agree to the following terms and conditions:

1. Granting of Software License

1.1. Pursuant to the terms of this Agreement, the Provider hereby grants to the Licensee and the Licensee hereby accepts a restricted, non-exclusive, non-transferable, non-sublicenseable, limited, revocable License to use and exploit the licensed Software defined in Appendix A.

The license is granted on a Software-as-a-Service (SaaS) basis, and the Licensee acknowledges that it does not acquire any ownership rights to the Software or its underlying infrastructure.

1.2. The Licensee undertakes to use the Software solely for processing its own data and offering internet gaming services, activities, and related services to its clients, and is restricted to using the Software only in connection with this Agreement.

1.3. Nothing in this Agreement shall prohibit the Provider from granting licenses with respect to the Software to any other third parties and/or operating the Software at its discretion.

1.4. The Licensee acknowledges that, with regard to third-party products, there may be additional jurisdictions where such products and services could be restricted at the sole discretion of the Provider and the applicable third-party Providers.

1.5. The Licensee agrees not to use the Software for any unlawful, illegal, fraudulent, or harmful purposes, or in any manner that violates applicable laws or regulations, and shall not permit any unauthorized person or application to access or use the Software.

1.6. The Licensee further agrees to comply with all applicable laws, regulations, and contractual obligations related to the use of the Software, and to ensure that any use of the Software is lawful and authorized.

2. Software Delivery and Acceptance

2.1. Delivery shall be deemed to have taken place when the Software (as defined and outlined in Appendix A):

- has been installed on the Provider's equipment;
- has been made available for testing and Acceptance purposes to the Licensee; and
- the Licensee has been informed of the above by email.

2.2. The Licensee has 3 (three) testing rounds and provide the Provider with the test results of any testing round not later than 5 (five) business days after the Delivery of the Software. If the Licensee does not provide the Provider with the test results in the indicated period, the Software is deemed to be accepted. Should the results of any testing round show that the Software does not correspond to the specification, the Provider is obliged to correct such error at his earliest convenience upon receipt of notice from the Licensee that such error is unacceptable.

3. Launch

3.1. Launch shall be deemed to have taken place when the Software becomes available for public use (for both gameplay and transactions) on the Licensee's Website(s) - meaning an operational platform that is made available to Players (hereinafter the "Website"), and the Licensee has been informed thereof by Provider via email.

3.2. The Licensee shall inform the Provider about the desired date of Launch and provide all necessary information for the Launch at least 3 (three) business days before the desired date.

4. Games and Services provided by Third Parties

4.1. The Provider assumes no responsibility whatsoever for any services provided by third parties. Any malfunctions or difficulties with the Software relating to the services provided by third parties are not covered by the Provider's Software Support Service. The Licensee holds the Provider harmless of any liability that may arise as a result of services obtained from third parties.

4.2. Provision of some content is subject to written approval from certain Third-Party Providers, which requires due diligence checks. In case such Third-Party Provider acting reasonably requires due diligence on Licensee, the Licensee shall present to the Provider complete Know Your Customer Documentation ("KYC Documentation") requested. In the event that such KYC Documentation is not to the reasonable satisfaction of the Third-Party Provider in question, access to its games may be denied. In this case the Provider will work with the Licensee to replace the Game Provider with a new one(s) of comparable value.

4.3. The Licensee acknowledges that the Provider and Third-Party Providers may add new and discontinue existing content at their discretion, but this will be communicated in good time to the Licensee.

4.4. The Provider assumes no responsibility for the actions, performance, or availability of any third-party payment service providers ("PSPs") used in connection with the Software. Accordingly, the Licensee shall hold the Provider harmless from any losses, fines, penalties, or liabilities arising from the use or performance of PSPs, including but not limited to chargebacks, regulatory actions, or service interruptions.

5. Licensee's Obligations

5.1. The Licensee shall take all necessary measures to ensure that its activities are at all times in compliance with all applicable laws, rules, and regulations, particularly those related to gaming, gambling, and betting. The Licensee is solely responsible, at its own expense, for ensuring

compliance with all relevant statutory and licensing obligations for operating its gaming business. This includes adhering to all legal, tax, and licensing regulations, guidance, and policies in relation to its offerings in each market or country where the Software is provided. The Licensee must also implement appropriate measures to prevent the delivery of any services to Players under the legal age stipulated by the legislation of each country in which the Software is offered, as well as to prevent delivery in any "prohibited countries" or "excluded territories.". The list of such "prohibited countries" or "excluded territories" may be provided separately by the Provider from time to time. The Parties acknowledge that the scope and level of software and services licensed to the Licensee may be reduced or adjusted by the Provider if necessary to ensure compliance with applicable legislation.

The Licensee accepts that the Provider has no contractual relationship with, and bears no obligation towards, the Players.

5.2. The Licensee confirms that, prior to the effective date of this Agreement, it has satisfied itself that the Software is suitable for its business needs.

5.3. Except to the extent expressly permitted by the Provider under this Agreement, the Licensee shall not, and shall procure that its Personnel do not, use access to the Software and its documentation to design software with similar or competitive functionality.

5.4. The Licensee is solely responsible for the day-to-day operation of its business, including, but not limited to, marketing, customer support, payment and funds management. In no event shall the Provider be responsible for any action or omission by the Licensee.

5.5. Both Parties acknowledge that the Provider is entitled to conduct an audit of the Licensee's business activities, or any part thereof, to ensure compliance with the terms of this Agreement provided that such audit shall not be conducted more than once per calendar year. The Licensee agrees to cooperate fully with the Provider in relation to the audit, including providing access to necessary books, accounts, information, and documents. The Licensee shall make all reasonable efforts to ensure that the Provider has all the required resources to complete the audit in a timely and effective manner. The Provider will provide reasonable notice to the Licensee prior to conducting any audit.

5.6. The Licensee shall indemnify and hold the Provider harmless from and against all liabilities, costs, damages, claims, and expenses, directly or indirectly resulting from any non-compliance with applicable laws, regulations, and policies as outlined in this Agreement, including but not limited to the rules of Payment Providers or Payment Processors.

5.7. The Provider will not be liable to the Licensee for any indirect, incidental, special, consequential or exemplary damages (including damages for loss of profits, revenues, customers, opportunities, goodwill, data or data use), whether arising in an action in contract or tort, including negligence, even if the Licensee has been advised of the possibility of such damages.

NOTWITHSTANDING ANY OTHER CLAUSE IN THIS AGREEMENT, IN NO EVENT WILL THE TOTAL CUMULATIVE LIABILITY OF THE PROVIDER TO THE LICENSEE, WHETHER IN CONTRACT, TORT, OR OTHERWISE (INCLUDING NEGLIGENCE), FOR ANY CLAIM EXCEED THE LOWER OF (A) 100,000 EUROS (ONE HUNDRED THOUSAND EUROS) OR (B) THE FEES RECEIVED FROM THE LICENSEE BY THE PROVIDER WITHIN THE 12 (TWELVE) MONTHS PRECEDING THE CLAIM (HEREINAFTER THE 'MAXIMUM LIABILITY CAP').

5.8. The Licensee hereby grants the Provider the right to use the Licensee's trademarks, including but not limited to logos and/or trade names, in any manner, including without limitation on the Provider's websites, exclusively for the following purposes: marketing and promoting the Software and Services, conducting press releases or other types of public announcements related to this Agreement, and/or transactions contemplated herein, during the term of this Agreement and without any additional expenses or royalty fees.

5.9. For the avoidance of doubt, any breach by the Licensee of its obligations under this Section

shall be deemed a Material Breach of this Agreement.

6. Term and Termination

6.1. This Agreement shall come into force upon the Effective Date and shall continue for a period of one (1) year ("Initial Term"). An extension of the Term of the Agreement is automatic ("Extended Term") unless canceled by one of the Parties in writing. Such an Extended Term ends one (1) year after the expiration of the Initial Term. Extensions of the Term of the License can take place as many times as the Parties deem practicable.

6.2. The Provider may unilaterally terminate this Agreement at its sole discretion and at any time, and with immediate effect in case:

- a) the Licensee commits any serious breach of this Agreement and/or systematically fails to perform or comply with any provision of the Agreement; or
- b) the Licensee ceases to hold the applicable gaming and betting licenses and permits or acts in breach of any applicable gaming, gambling, betting laws and data protection laws; or
- c) a Force Majeure circumstance occurs and persists for the duration of 6 (six) months.

6.3. In addition to all other rights to termination specifically set forth in this Agreement, the Provider shall have the right to terminate this Agreement without cause by providing a written notice to the Licensee at least 3 (three) months prior to the date on which such termination shall take effect.

6.4. Upon termination of this Agreement, the Licensee shall, to the extent kept or available, return to the Provider all software materials, copies of the Software (in whole or in part), and any medium upon which the Software was delivered. The Licensee shall also erase the Software, its derivatives, components, and applications from its hardware and any magnetic media on which they are stored. The Licensee shall certify in writing to the Provider that all such materials have been erased, removed, and/or deleted.

6.5. Upon termination of this Agreement, the Licensee shall pay any outstanding Fees to the Provider for Software and Services provided before termination and shall settle any amounts due within fourteen (14) days following the termination of this Agreement.

6.6. Upon termination of this Agreement, the Provider shall have the right to immediately terminate the Licensee's access to the Software and all related data stored on the Provider's servers.

6.7. The Provider reserves the right to terminate the Agreement if the Licensee is in delay of making the payments due to the Provider and such delay exceeds ten (10) days. In such case the Provider undertakes to give the Licensee ten (10) days prior written notice.

6.8. Any termination of this Agreement (for any reason whatsoever) shall not affect either Party's accrued rights or liabilities nor shall it affect the coming into force or the continuance in force of any provision within this Agreement that is expressly or by implication intended to come into force or continue in force upon or after the termination of this Agreement.

6.9. Section 8 (Intellectual Property Rights), Section 10 (Confidentiality), Clause 13.4. (Applicable Law and Jurisdiction) and any other section and/or clause that by its nature is meant to survive termination, shall survive termination and expiration of this Agreement irrespective of the cause of termination.

7. Fees Payable under the Agreement

7.1 In exchange for the rights granted to the Licensee under this Agreement, the Licensee hereby undertakes to pay the Provider the Fees for the licensed Software and Services as described in Appendix B.

7.2. All fee amounts, and in particular monthly License Fees and Fees to Game Providers, are calculated in Euro. In case Licensee receives revenue in other currencies, including cryptocurrencies, monthly revenue amounts and fees for the previous month shall be converted to Euro and fixed according to exchange rates effective as of 00:00 UTC on the 1st day of the current month. Exchange rate information shall be taken from XE.com for all fiat currencies and Bitcoin,

and from Coinmarketcap for all cryptocurrencies excluding Bitcoin.

7.3. Payment of the fees due from either Party shall be made by a wire transfer in Euro to the other Party's banking account against an invoice, unless otherwise is agreed by the Parties.

7.4. Payment of the fees due from Licensee shall be made either by Licensee or by a competent third party acting on behalf and upon authorization of the Licensee.

7.5. All amounts, payable under this Agreement are exclusive of any consumption-based tax (including, but not limited to Value Added tax or VAT, sales tax), Withholding tax and any other comparable taxes applicable under the laws of the Licensee's country, duties, fees (including, but not limited to banking and payment service fees), all of which, if applicable, shall be borne by the Licensee. Accordingly, the Licensee shall pay the Provider the agreed fees plus any applicable taxes.

7.6. If the Licensee fails to pay any amount due to the Provider under this Agreement shall be entitled to (i) suspend access to the licensed software, place the website under maintenance mode, or otherwise restrict the Licensee's use of the services until full payment is received if the delay exceed 10 business days from the due date, the Provider; and/or (ii) charge the Licensee interest on the overdue amount at a rate of 0.1% (zero point one percent) per day of delay, not exceeding a total of 10% of the overdue amount.

8. Intellectual Property Rights

8.1. The Parties acknowledge that all intellectual property rights in and to the software, modules, and related materials provided under this Agreement, including any modifications or additions hereto, shall remain the sole and exclusive property of the Provider or its licensors.

8.2. The Licensee undertakes to immediately notify the Provider upon the Licensee becoming aware of any unauthorized use of the whole or any part of the Software.

8.3. Without prejudice to this, should any claim be brought against the Licensee by any third party alleging that the Software or use thereof infringes the Intellectual Property Rights of a third party, the Licensee is to duly and promptly notify the Provider of receipt or knowledge of such claim. Where notice of such a claim is given to the Provider, the latter shall defend at its own expense any such claim brought against the Licensee provided that the Licensee is to provide all reasonable assistance in respect of the claim.

8.4. If, in the Provider's reasonable opinion, the use of the Software is or may become the subject of a claim related to Intellectual Property Rights therein then the Provider may replace or modify the Software in such a manner as to ensure that the Software does not infringe any third party's rights. Such modification does not require the consent or approval of the Licensee, unless such modification would render the Software non-compliant with the Specifications.

8.5. The Licensee is prohibited from making copies of the Software, whether in part or in whole and for any reason whatsoever.

8.6. The Licensee is prohibited from translating, adapting, varying, modifying, disassembling, decompiling or reverse engineering the Software, its components, applications or derivatives or otherwise attempting to derive the Software source code.

9. Representations and Warranties

9.1. The Licensee acknowledges, the Software is provided by the Provider "as is," without access to the source code, and remains on the Provider's servers. The Provider does not warrant that the Software will meet any special requirements regarding condition, quality, performance, ability, or fitness for any purpose of the Licensee, other than those provided in Appendix A.

9.2. The Licensee acknowledges that the Provider is not responsible for the failure of hardware, software, telecommunications, games, or services supplied by any third-party providers.

9.3. The Provider warrants that the Software is compliant with the specifications indicated in Appendix A. To the extent permitted by applicable law, the Provider disclaims all other warranties with respect to the Software, either express or implied, including but not limited to any implied

warranties related to quality, fitness for any particular purpose, or the ability to achieve a particular result. The Provider makes no warranty that the Software is free of errors or that its use will be uninterrupted at all times, and the Licensee acknowledges and agrees that the existence of such errors does not constitute a breach of this Agreement.

9.4. The Licensee warrants that it holds all required regulatory, administrative, and other approvals, including gaming, gambling, and betting licenses, permits, and trade licenses, necessary for offering its games and betting services in the jurisdictions where it offers such services to end consumers, and that such licenses and permits are in good standing.

10. Confidential Information

10.1. Each Party acknowledges that by reason of its relationship to the other Party under this Agreement it may have access to certain information and materials concerning the other Party's business, plans, trade and business secrets, know-how, customers, user data, product architecture, data structures, algorithms, codes and products that are confidential and/or general information of technical or business nature or otherwise relating to the business or affairs of a Party that are of substantial value to such Party (hereinafter referred to as "Confidential Information"), which value would be impaired if such Confidential Information is disclosed to third parties.

10.2. Each Party will at all times treat as confidential in the same way that either Party protects its own information of a similar nature, and will use all reasonable endeavors to procure that its directors, employees, professional advisers and agents will treat as confidential, the terms and conditions of this Agreement as well as the Confidential Information of the disclosing Party, but in no circumstances failing to meet the standard due diligence and prudence to protect the said Confidential Information. Each Party will not at any time (and will use all reasonable endeavors to procure that its directors, employees, professional advisers and agents will not) disclose or use the Confidential Information other than strictly for the purposes of this Agreement except with the written permission of the disclosing Party.

10.3. Each Party to this Agreement shall promptly notify the disclosing Party if it becomes aware of any breach of confidence and shall give the disclosing Party all reasonable assistance in connection with any proceedings which the disclosing Party may institute against any person for breach of confidence.

10.4. The parties agree that every breach of the stipulated terms of confidentiality will lead to irreparable damages for the affected Party. The Party that disclosed unlawfully confidential information shall indemnify the affected Party with an amount corresponding to the damages.

10.5. Notwithstanding the other provisions of this Agreement, Confidential Information shall not include information that: (i) is or subsequently becomes public domain through no fault of the recipient Party; (ii) is already known to the recipient Party at the time of its disclosure; (iii) is rightfully received by the recipient Party from a third party without restriction on disclosure; (iv) has demonstrably been developed independently by the recipient Party.

10.6. The recipient Party may disclose the Confidential Information in accordance with a mandatory judicial or other governmental order, provided that the recipient Party shall give the disclosing Party reasonable notice prior to such disclosure and, if possible, reasonable opportunity to obtain a protective order or the equivalent.

10.7. The obligations of this Section 10 remain in full force and effect notwithstanding the termination of the Agreement for a period of 2 (two) years from the date on which the Agreement is terminated.

11. Data Protection

11.1. The Parties undertake to comply with the provisions of the relevant applicable data protection legislation and to any related or subsidiary legislation in so far as the applicable data protection legislation relates to the provisions and obligations of this Agreement.

12. Force Majeure

12.1 Notwithstanding any provisions of this Agreement, neither Party shall be liable for its inability in performing any of its obligations hereunder (other than an obligation to make payment) if such inability is caused by or arises as a result of circumstances beyond the reasonable control of the relevant Party including, without limitation, inability or delay caused through acts of God, fire, flood, riot, war, industrial dispute of any kind (other than disputes involving that Party's own employees or the employees of an associated company to that Party), lightning, explosion, civil commotion, malicious damage, storm, tempest, act of government or other regulatory authority, acts or omissions of persons or bodies for whom the Party affected thereby is not responsible, and any other circumstances beyond the reasonable control of the relevant Party.

12.2. If any one of the events mentioned above impacts either Party's abilities to fulfill obligations defined by this Agreement within its Term, the software delivery timing and/or period of warrantee will be extended by the period of the event(s).

12.3. If either Party is unable to carry out duties defined within this Agreement, it should inform the other Party within three business days in writing as to commencement, duration and conclusion of the above-mentioned circumstances.

13. General Provisions

13.1. Appendices. The provisions included in Appendices attached to this Agreement shall be deemed to form an inherent part of this Agreement and are to be read in conjunction with this Agreement and are binding upon the Parties.

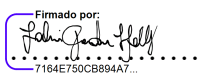
13.2. Severance. If any provision of this Agreement is prohibited by law or declared to be unlawful, void, null or unenforceable by a court, the Parties agree to renegotiate such provision in good faith. In the event that the Parties cannot reach a mutually agreeable and enforceable replacement, the provision shall, to the extent required, be severed from this Agreement and rendered ineffective as far as possible without modifying the remaining provisions of this Agreement. This shall have no effect on the other provisions of this Agreement which shall remain valid and in force and shall be carried out as nearly as possible according to its original terms and intent.

13.3. Amendments

This Agreement may not be amended, varied or modified in any manner except by an agreement in writing signed by a duly authorized officer or representative of each of the Parties.

13.4. Applicable Law and Jurisdiction. This Agreement shall be construed and governed under the laws (both material and processual) of England and Wales, regardless of its conflict of law provisions. The Parties shall first of all seek to resolve any disputes that may arise in relation to this Agreement amicably and in good faith. If this does not succeed the dispute shall be resolved by the courts of Curacao. The Provider retains the right to sue for the recovery of fees due in terms of this Agreement in any jurisdiction in which the Licensee is operating or has assets.

Provider
Niksorika SLR

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Licensee
Kika Technology B.V.

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Appendix A

Software to be delivered

1. The Software to be delivered within this Agreement shall include:

a) Gaming Platform

The basis of the Online Casino, allowing the Licensee to operate the Casino by managing its various settings and getting performance reports. The integral parts of the Gaming Platform are:

- Reporting engine: detailed reports on players' balances and activity, played games, bets, wins, as well as financial and cash-flow statistics on the Casino.
- Player management: viewing detailed information on player activity, working with KYC documents submitted by players, enabling and disabling players, manual changing of players' account balances, advanced player filters and player groups.
- Game management: enabling and disabling certain games from the provided list of games, organizing games into custom categories, game history functions.
- Payment management: monitoring deposits and withdrawals, approving cashout requests made by players, managing fees on deposit and withdrawal transactions.
- Bonus management: creating and issuing bonuses and free spins (manually or triggered by certain actions), setting playthrough requirements, maximum bonus amounts, and a wide range of other bonus-related parameters.
- Loyalty features: Comp Points, player status levels, achievements, limited-time tournaments among players, and other similar features.
- Content management system (CMS): managing content on inner pages of the website, managing page metatags, uploading of files.
- Email tools: automatic retention email functionality, ability to send newsletters and promotional emails to chosen groups of players. Achieved via an integration of the Gaming Platform with a third-party email platform.
- Bitcoin-ready platform: ability to support Bitcoin as a payment and wager option.

Licensee will be provided with unrestricted access to the Gaming Platform's administrator panel.

b) Website Design

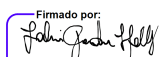
The Frontend part of the online casino, to be developed in line with the functionality of the Gaming Platform.

c) Integration with Payment Systems

Technical integration and other possible issues will be handled on behalf of the third-party payment gateway provider.

Provider

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Jahir Alberto Gordon Kelly

Licensee

Kika Technology B.V.

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Appendix B

Fees and Support Services schedule

1. Fees

1.1. License Fee

The Licensee undertakes to pay to the Provider a License Fee of **4,5%** of the Total Casino Revenue generated by the use of the Software. Calculation of Total Casino Revenue is shown below in clause 1.2.

Calculation of the License Fee shall begin from the date of Website Launch as defined in this Agreement.

The License Fee is due upon receipt of a monthly invoice issued to the Licensee by the Provider and payable within five (5) business days following the issuance date of the invoice.

1.2. Calculation of Total Casino Revenue

Total Casino Revenue equals Gross Gaming Revenue plus Extra Revenue, where:

“Gross Gaming Revenue” is Total Bets less Total Wins;

“Extra Revenue” includes payment commissions charged by the Casino from players; negative corrections to player balances manually made in the Software backoffice; any other extra revenue not directly generated by gameplay.

2. Support Services

2.1. Definitions

Technical Support – range of services providing assistance with technical aspects of the Software, per scope set out in Appendix A, that enable the Licensee to solve specific problems with the product or its IT environment.

Disaster Recovery – process of restoring IT business continuity.

2.2. Scope

Technical Support includes answering technical- and usage-related questions from Licensee, upgrades of software, maintenance operations and fix of all reported and confirmed errors.

Disaster recovery includes complex help for Licensee during the process to recovery. This includes: re-installation of web, application and database servers, data recovery and data consistency recovery.

2.3. Cost

Support Services are included in the Monthly Fee payable by the Licensee.

All other tasks which are out of scope described in Section 2 of the current Appendix, such as requests for additional Software features, are subject to fee of **95 EUR** (excl. VAT) per working hour. Such fees are due according to time sheets for services provided and fall due upon receipt by the Licensee from the Provider of a request for payment.

For the avoidance of doubt, first-tier support to Players (i.e. to Licensee's Website visitors or players) shall be outside the scope of Support Services rendered by the Provider.

2.4. Support Services Request

The Licensee hereby undertakes to serve a written notice to the Provider of any request for

Software Support Services providing therein a description of the Software difficulties encountered and the issues that are expected to be addressed by the Provider in providing the Software Support Services in the present case.

Support services will be classified in either of the following four severity levels, based on the respective definitions hereunder. The response time for each severity level is defined as follows:

Severity	Definition	Response time
Critical	The request has a critical business impact on the licensee's live environment resulting in the inability to use the software.	Less than two (2) business hours
High	The request has severe business impact, limiting the usage of one or more major functions of the software in the licensee's live environment. The live environment is still operational, but restricted.	Less than eight (8) business hours
Medium	The software still functions in the licensee's business environment, but there are functional limitations that are not critical in the daily operation.	Less than sixteen (16) business hours
Low	Minor infractions including documentation or cosmetic error.	Less than forty (40) business hours

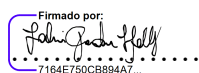
The Licensee must assign and clearly indicate the severity level assigned in the Support Services Request sent to the Provider. The Support Services Request must also clearly state the reasons for the severity level assigned and the nature of the issue. The Licensee may also set a priority based on the urgency and impact on its business environment. As a default the request should be created as a Severity 3, Priority Medium. The Provider will review the severity level assigned to the request and allocate the appropriate resources. The Provider will use commercially reasonable efforts to resolve and correct reported cases. If the Provider determines that a request results from a problem within the product that can be temporarily circumvented, the severity level will be re-evaluated to determine the appropriate course of action.

The Parties agree that support for technical issues is to be sought reasonably and only as a measure of last resort. In case of support for technical issues being sought outside the Scope of the Support Services as defined in this Appendix B hereto, the Provider will charge the Licensee the Fees laid out in this Appendix B.

2.5. Working times

Technical Support in standard mode is operating Mon-Fri 9-18 CET excluding public holidays in the country of the development and support centre of Provider.

Provider
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Licensee
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