

SOFTWARE LICENSE AGREEMENT

with the signatures of both sides between

Forwell Limited

hereinafter referred to as Forwell
and

GLOBONET B.V.

hereinafter referred to as Operator
individually or collectively also referred to as Party/Parties

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Preamble

Forwell Limited, a company registered under the laws of The United Kingdom, under the number 09759613 having its registered address at Apartment 1706 Hoola East Tower, 28-34 Tidal Basin Road, London, United Kingdom, E16 1AD, represented by Mr Jerzy Frejno. Hereinafter, Forwell Limited shall be referred to as "Forwell".

Globonet B.V. is a company duly established under Curacao law and registered with the Company Register under the number 146296. Its seat and registered office address is Kaya Richard J. Beaujon z/n, Curacao, Dutch Caribbean, represented by Global Related Services B.V. Hereinafter Globonet B.V. shall be referred to as "Operator".

WHEREAS

Forwell has developed a suite of Games, defined in clause 1.1. below, that can be used for the purposes of a remote gambling offering;

The Operator holds and operates one or more gaming websites and wishes to engage Forwell to receive a license for the Games in accordance with the terms and conditions of this Agreement;

The Parties hold the licenses, approvals and / or permits as required to provide the Games (as defined below), and further services as set forth in this Agreement;

Therefore, the Parties agree as follows:

1. Definitions

1.1. Unless expressly provided otherwise in this Agreement, the following terms have the following meaning:

"Agreement"	means this written document and the appendices, schedules and exhibits attached hereto, which form an integral part of it, and which may be amended from time to time;
"Applicable Legislation"	means all applicable legislation, regulations and any and all directives, requirements, and / or guidelines of the relevant authorities;
"Forwell Revenue"	means the amount charged by Forwell on the Operator as compensation for its products and services, which is calculated in accordance with the terms and conditions clause 5 below;
"Commencement Date"	means the date on which this Agreement is signed by duly authorised representatives of both Parties;
"Confidential Information"	means all information not at present in the public relating to the other Party and this Agreement received or obtained in any form as a result of negotiating, entering into or performing this Agreement including (especially but not limited to) all information in relation to the Website, the Operator's Players and data, which either Party may have disclosed and may from time to time disclose to the other Party relating especially but not limited to its business, clients, business affairs, prices, products, developments, know-how, trade secrets, personnel, customers, suppliers, affiliates, services, requirements, software, stakeholders and this Agreement;
"Excluded Countries"	means (i) any jurisdiction, country, state, province, region or other political subdivision, in which the use, offering to users, development,



distribution, offering for sale, selling, advertising, promotion and / or other exploitation of the Licensed Software is prohibited by law (including, without limitation: Afghanistan, Iran, Iraq, Israel, Libya, Luxembourg, Malaysia, Singapore, Sudan, Syria, the USA and its territories), unless the Parties hold the applicable licences for that jurisdiction; (ii) any other jurisdictions or territories, which may be added and designated as Excluded Territories by Forwell (at its sole and absolute discretion) from time to time by written notice to the Operator;

- "End User and End Users"** means one or more of the Operator's players who play the Games.
- "Games" or**
- "Licensed Software"** mean those online games as Forwell generally makes available to its customers, subject to any regulatory requirements applicable in any part of the territory that is not Excluded Countries, and subject to any and all additional terms that Forwell may require in relation to a specific Game, listed in Appendix A;
- "Games Delivery Platform"** means the Operator's internet gaming system and related services operated on the Website, connected to the Licensed Software, pursuant to the rights granted, and subject to the conditions set forth in this Agreement;
- "Intellectual Property Rights"** means all possible Intellectual Property Rights, especially, but not limited to patents, trademarks, domains, service marks, registered designs, applications for any of the foregoing, copyright, database, sui generis rights, moral rights, know-how, confidential information, trade or business names and any similar protected rights of any Party;
- "Launch Date"** means the date upon which the Licensed Software is first made available to the Players on the Website.
- "Monthly Gross Income"** means bets (i.e. the total amount of the combined bets by End Users playing the Games in the Games Delivery Platform in each relevant monthly billing period) less wins (i.e. the aggregate amount won by End Users playing the Games in the Games Delivery Platform in each relevant monthly billing period), excluding jackpot payouts, VAT, and gaming tax, in each relevant monthly billing period less charge backs.
- "Players"** means players that enter the Games Delivery Platform through the Website;
- "Trademark"** means the trademark described in Appendix B to the Agreement, whether registered or not;
- "Website"** means the website operated and controlled by the Operator, on which Players can access the Games, which at all times shall be solely and exclusively owned and operated by the Operator. The Website web address (URL) shall be listed in the Appendix D.

- 1.2. Any references to the singular include the plural and vice versa, any reference to natural persons includes legal persons and vice versa, any reference to a gender includes the other gender.
- 1.3. The headings in this Agreement are for convenience only and shall not be taken into account for its interpretation. References to Clauses shall mean references to Clauses in this Agreement unless

otherwise stated, Appendices referred to shall mean Appendices to this Agreement and form an integral part thereof. In the event of any conflict between the provisions of this Agreement and its Appendices, which form an integral part thereof, the provisions of this Agreement shall prevail.

2. Players

- 2.1. Players enter the Games Delivery Platform through the Website. On the Games Delivery Platform, the Players have the opportunity to play the provided Games.
- 2.2. The Players are only admitted to play on the Games Delivery Platform after due registration on the Website. The registration process and the procedure of Player's identity check shall be organised in accordance to the applicable Money Laundering and Terrorist Financing Prevention Act and other relevant acts and provisions of law, according to Applicable Legislation. The Players will be able to play Games after due payment into an account. All Players entering the Games Delivery Platform via the Website need to be duly registered.
- 2.3. Players, who access the Games Delivery Platform via the Website shall have a legal relationship exclusively with the Operator and shall have no relationship of whatsoever kind with Forwell.

3. License

- 3.1. Subject to the terms and conditions of this Agreement, Forwell grants to the Operator, and the Operator hereby accepts, a limited, revocable, personal and non-transferable, non-exclusive, royalty-bearing license (the "License"), valid only during the License Term and solely in territories, which are not Excluded Territories, to use the Licensed Software, as provided herein, for the sole purpose of offering the Players, accessing the Website Licenses Software. The License is granted solely for the Operator and not for further distribution and / or any sub-license.
- 3.2. Forwell has the right to immediately and without any liability whatsoever, remove or temporarily suspend the Operator's access to any or all of the Games, if:
 - 3.2.1. the Operator is in breach of clause 3.1., 5.1., 7.5., 8.2.;
 - 3.2.2. either Party forfeits any of the regulatory permits required to provide the Games to Players under this Agreement;
 - 3.2.3. the Operator's provision of the Games is non-compliant (or allegedly non-compliant) with any applicable laws and regulations;
 - 3.2.4. there is bona fide claim by a third party that any or all of the Games are infringing on such third party's Intellectual Property Rights.
- 3.3. Forwell has the right to, at any time and without stating any reason, discontinue provision of any of the Games, by giving one month prior written notice. The Operator has no right to any deduction of the license fee or any other compensation as a result of Forwell's discontinuation of any Games.
- 3.4. New additional Games (or additional versions thereof) will be provided to the Operator, provided that the new or additional Game or version thereof is fully compliant with the regulatory provisions for each part of the territory that is not Excluded Countries, where the Operator may provide the Game. New Games and versions may be subject to additional terms and conditions as notified by Forwell, prior to providing the Games concerned. The Parties hereby declare that adding new Games by Forwell does not require written annex or prior notice whatsoever.
- 3.5. The Games are provided by remote server access only. Players may only be granted access to the Games by way of the Website and using Player's account with the Operator. The Games will reside solely on Forwell's servers and no copies thereof are required to be downloaded to the Players equipment to be able to play the Games as intended.
- 3.6. The Operator is expressly not entitled to use any of the Games to provide Players an access in Excluded Countries unless otherwise agreed by separate written agreement and shall take all reasonable technical measures to ensure that such prohibited access is avoided.

4. Rights and obligations

- 4.1. The Games shall be provided by Forwell in compliance with all Applicable Legislation. The Parties acknowledge that the scope and level of the Games may be reduced or adjusted by Forwell if and to the extent necessary to make such offering compliant with, and viable under, Applicable Legislation.
- 4.2. Forwell shall be responsible for hosting the Games; without derogating from the above, the Operator will be responsible for integrating the Games into the Website and for any adaptation of the Games' using full functionality of the available APIS (Application Programming Interfaces), such that it will appear as an integral part of the Website to the Players. Games shall be made clearly visible and easily accessible within the Website.
- 4.3. It is hereby clarified that it is the sole responsibility of the Operator to pay winnings to the Players, and Forwell will not be under any liability to make any payments to the Players.
- 4.4. Forwell does not warrant that the Games will be free from error or that access to the Games will be uninterrupted throughout the term of the Agreement. Forwell does not warrant that the Games will meet any special requirements of condition, quality, performance, merchantability or fitness for any purpose of the Operator, or that the Games will generate particular revenues or profits for the Operator. However, Forwell shall make its best endeavours to ensure that the Games will be free from error or that access to the Games will be uninterrupted throughout the Term.
- 4.5. The Operator shall be solely liable for the management and maintenance of the Website and shall be responsible to secure and maintain during the entire Term of the Agreement, at its own expense, any and all requisite permits, consents, licenses and authorizations, which may be necessary and shall be compliant with any requirements set out by any Applicable Legislation.
- 4.6. The Operator undertakes that the operations through the Website shall operate on an on-going, without-interruption (24/7) basis and shall perform ongoing maintenance and retain the required support to assure such on-going activity.
- 4.7. The Operator shall maintain on the home page of its Website, Forwell's corporate trademark as well as its logo, all in accordance with the guidelines provided by Forwell in writing from time to time.
- 4.8. The Operator shall ensure the following minimum marketing commitments: 1/ at least 3 of the Games shall be featured on prominent positions on the front page of the Website or at no less prominent parts of the Website; 2/ market at least one of the Games on banner ads on the Website and third party websites for at least 2 weeks per month; 3/ promote at least 3 of the Games within 50 free spins no less than 5 times per month; 4/ include at least 2 of the Games in welcome offers to new Players.
- 4.9. The Operator agrees that it shall provide to Forwell any additional information on request, for the purposes of Forwell accessing transaction level gaming reporting and summary on Licensed Software.
- 4.10. It is the sole responsibility of the Operator to be licensed and fully compliant with Applicable Legislation in any jurisdiction from where the Operator accepts Players' bets.
- 4.11. The Operator shall provide all required information and documentation, so as to allow Forwell to obtain an approval for the provision of the Games in accordance with this Agreement, if and to the extent that such approval is required; the Operator acknowledges that Forwell will provide the Games subject to such approval, and that the Operator will have no claim whatsoever against Forwell if such approval does not conform to the provisions of this Agreement.



- 4.12. Forwell may restrict the availability of the Games (or any part thereof) and any of the languages in which the Games are offered to potential and/or existing Players in any territory if Forwell reasonably believes that any legal or regulatory environment (and/or any actual or proposed changes thereto) will expose Forwell or any of its affiliates to the risk of legal, regulatory or economic sanctions should the Games continue to be provided or made available to potential and/or existing Players.
- 4.13. The Operator will, upon Forwell's request, make such reasonable changes to the Website, to ensure compliance with Applicable Legislation and to support the offering of the Games to the Players and to potential Players. Notwithstanding the foregoing the Operator shall be responsible for ensuring that the Website is compliant with Applicable Legislation.

5. Revenue Share

- 5.1. In consideration of the license granted by Forwell to the Operator, the Operator shall pay to Forwell the Forwell Revenue Share, being a percentage from the Monthly Gross Revenue of the Operator as follows, having a maximum 10 percent bonus deduction per month:

GGR range	License Fee
0 – 450,000 EUR	8% GGR
450,001 – 1,000,000 EUR	7% GGR
Above 1,000,001 EUR	6% GGR

- 5.2. Forwell shall receive monthly revenue if the Operator's monthly revenue is positive. Provided that monthly revenue from License software is equal or below zero, then Forwell will not issue an invoice for such a month. The following monthly calculation applies if Operator's revenue is above EUR 1.
- 5.3. In the event that the Operator requests any products, services or deliverables in addition to those indicated in this Agreement, the Operator shall be obliged to pay for such products, services or deliverables, in such amounts that will be agreed between the Parties. Any additional products, services or deliverables require supplementary written agreement.
- 5.4. The amounts detailed above are each due within 14 days after the receipt date of the invoice presented to the Operator by Forwell. In case of late payment, interest shall accrue at the rate of ten percent (10%) per annum from the date when payment became due and until full payment has been made.
- 5.5. Further in addition to the fees set forth in clause 5.1 and 5.2, the Operator shall be liable to pay any and all applicable value added tax any.
- 5.6. In addition to interest in accordance with the above, and in addition to any other remedies available to Forwell, Forwell has the right to, in case of late payment, at Forwell's sole discretion and by providing the Operator with at least 24 hours' notice, to its intention to do so, suspend the Operator's access to the Games, until full payment has been duly received by Forwell. Once full payment has been received, full access to the Games shall be restored as soon as reasonably possible and in any event within 24 hours of the payment having been received by Forwell.
- 5.7. During the Term of the Agreement and for a period of five years after the expiry or termination thereof, the Operator agrees to keep full and proper books and records of accounts relating to the calculation and payment of the licence fees hereunder. Forwell shall have the right at any time but no more than once during each calendar year during the Term, and for one year thereafter, to audit

and make copies of such books and records of the Operator, during regular business hours and on a minimum business interference basis. The Operator agrees to provide Forwell designated audit or inspection team access to all relevant books, records and facilities. If the audit reveals that the Operator has not duly paid all licence fees actually accrued then the difference shall be immediately payable in full, including any late payment interest from each actual due date until full payment is made. In addition, if the difference exceeds 5%, the Operator shall reimburse Forwell for its documented audit costs.

6. Warranties and Representations

- 6.1. Operator represents and warrants that it is duly incorporated, validly existing and in good standing under all relevant laws, that it has all requisite legal and corporate power to enter into this Agreement and to carry out and perform its obligations under the terms of this Agreement.
- 6.2. Forwell represents and warrants that it is duly incorporated, validly existing and in good standing under all relevant laws, that it has all requisite legal and corporate power to enter into this Agreement and to carry out and perform its obligations under the terms of this Agreement.
- 6.3. Each of the Parties represents and warrants that the execution and delivery of this Agreement does not conflict with, violate or constitute a default under any previous agreement entered into by it, any statute, rule, order or regulation applicable in the respective Party's country, including without limitation any restriction on the Games, online provision of the Games or any other law, regulation or contract to which the Party is a party to or by which it is bound; further that each of the Parties warrants that it is in possession of the required licences issued by the relevant authorities to offer the services in terms of this Agreement, or that the aforementioned licences will be obtained before the activation date, and each of the Parties warrants that it is not in breach of any laws in offering and performing the services herein.
- 6.4. Apart from the above mentioned representations in Clause 6 other representations as set forth in other clauses of this Agreement continue to exist.
- 6.5. Neither Party to this Agreement has given any warranty or made any representation to the other Party, other than any warranty or representation that may be expressly set out in this Agreement.

7. Intellectual Property Rights

- 7.1. Neither party will acquire or claim any right, title or interest in each other's copyright or other Intellectual property rights by virtue of this Agreement, save for the provisions below.
- 7.2. All intellectual Property and/or similarly protected rights, user and patent rights regarding services rendered by Forwell under this Agreement, particularly but not exclusively design adjustments – irrespective of the right of use granted to the Operator by Forwell which is limited to the purposes of this Agreement – remain the sole property of Forwell.
- 7.3. Forwell hereby grants to the Operator a non-exclusive, non-licensable, non-transferable, licence to use Forwell trademark (specified in the appendix B) on the Website, solely to promote the Games and to register Players with the terms and conditions of this Agreement. Forwell hereby grants to the Operator a non-exclusive licence to use the Trademark, including, without limitation, use in brochures and marketing materials relating to the Games. For the avoidance of doubt Parties hereby declare that the aforementioned licence is valid only during the term of this Agreement. Save as otherwise expressly authorised by Forwell, the Operator shall not use the Trademark other than in accordance with the provisions of this Agreement.
- 7.4. With the prior written consent of the Operator, Forwell shall be entitled to institute and/or defend any legal proceedings on behalf of the Operator at the Operator's expense with respect to any claims



raised against the Operator by third parties regarding infringements of third party's Intellectual Property Rights by using and providing the Games and the Games Delivery Platform in accordance with this Agreement.

- 7.5. As soon as the Operator receives any notice about actual or potential infringements of Intellectual Property Rights with respect to the offered Games and/or the Games Delivery Platform he shall:
- 7.5.1. promptly give Forwell full details of the claim or threatened claim and if legal proceedings have been instituted against the Operator with respect to third party claims in terms of Clause 7.3 hereof, shall provide Forwell with all the relevant information pertaining to such legal proceedings;
 - 7.5.2. at Forwell's cost and discretion proceed against the raised claim and/or institution of legal action and/or proceedings. The institution and/or contestation of judicial claims and/or proceedings in the Courts together with any out of court negotiations and/or compromise and/or settlement of any disputes and/or lawsuits and/or any contentious matters require the prior written consent of Forwell; and
 - 7.5.3. at Forwell's cost give Forwell such further assistance to his/its/their best possible endeavours in relation to any such claim or proceedings.
- 7.6. Forwell grants no other rights than those expressly specified in the Agreement. In particular, no rights of ownership or any other right other than the right to use the software as specified in the Software License Agreement are granted. Without prejudice to the generality of the preceding sentence, Operator shall not:
- 7.6.1. distribute, redistribute, sell, lease, assign, transfer, trade, rent, publish or sublicense the Licensed Software, whether in full or in part, to any third party; or
 - 7.6.2. download or make any copies of the Licensed Software;
 - 7.6.3. disassemble, reverse engineer, decompile or attempt or allow any other person to disassemble, reverse engineer or decompile any copies of the Licensed Software, whether in part or in full; or
 - 7.6.4. develop, produce, make, distribute, license, exploit or allow any other person to develop, produce, make, distribute, license, exploit any Licensed Software's derivative work;
 - 7.6.5. allow third parties to access or to use the Licensed Software, except for third parties specifically authorised in writing by Forwell;
 - 7.6.6. use the Licensed Software for any purpose except in the course of its business activity.

8. Compliance

- 8.1. Both Parties acknowledge that they operate under privileged licences in a highly regulated industry and maintain a compliance program to protect and preserve their name, reputation, integrity and goodwill through a thorough review and determination of the integrity and fitness, both initially and thereafter, of any person or company with which they associate. This licence and the association of the Parties thereto are contingent on the continued approval under their respective compliance programs.
- 8.2. The Operator is required to present any and all relevant licenses, approvals, and / or permits to Forwell. Forwell is entitled to postpone or suspend the provision of any of the Games until the licenses, approvals and / or permits are presented to Forwell by the Operator. The Operator shall immediately notify Forwell of all relevant licensing information including, without limitation, any changes in applicable regulatory or licensing requirements, the potential of a licensing review, licence revocation or additional licenses required or to be used for the provision of the Games to Players.
- 8.3. The Operator is solely liable for and shall on Forwell's first demand without any limitation set forth elsewhere in this Agreement, indemnify and hold Forwell harmless from and against any and all costs, claims and proceedings made against Forwell (including legal fees) arising from the Operator for:
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- 8.3.1. non-compliance (or alleged non-compliance) of any applicable laws and regulations related to the provision of the Games;
 - 8.3.2. breach of the section Compliance;
 - 8.3.3. any provision of the Games contrary to the terms of this Agreement.
- 8.4. In the event that any of the licenses, approvals, and / or permits, necessary to conduct the Agreement, are revoked for any reason, Forwell shall be entitled to immediately terminate this Agreement by written notice.
- 8.5. Each Party shall on request by the other, assist in any dealings it has with any regulatory body in relation to the Games Delivery Platform.
- 8.6. Prior to Forwell providing the Games to the Operator, Operator shall complete due diligence, to Forwell's satisfaction. The purpose of the due diligence is to confirm, inter alia: the due incorporation as well as the legal capacity of the Operator; that the Operator holds all applicable licenses, approvals and / or permits; the identity of the directors of the Operator; the identity of the ultimate beneficial owners of the Operator. If the Operator cannot complete the due diligence to the satisfaction of Forwell, Forwell may terminate the Agreement without any liability whatsoever.
- 8.7. The Operator shall ensure that all its marketing and advertising is made consistent with any and all applicable advertising laws and regulations, including any and all specific requirements related to advertising of online gaming and gambling services. The Operator must comply immediately with any request from Forwell to amend or cease any marketing, if such marketing is, in Forwell's opinion, non-compliant (or allegedly non-compliant) with such applicable advertising laws and regulations, or is otherwise objectionable.

9. Data Protection Act

- 9.1. The Parties agree to comply with the requirements of any data and privacy laws and regulations applicable to it concerning personal information processed by it. The specific obligations of the Parties are set out in Appendix C to this Agreement.

10. Confidential Information

- 10.1. The Parties acknowledge that in entering into and performing this Agreement they may learn information regarding the other's business, which may be confidential, and that it is important that such information is treated in a proper manner ("Confidential Information").
- 10.2. Each Party shall treat all information relating to the other Party received or obtained as a result of entering into or performing this Agreement as strictly confidential and shall not disclose the Confidential Information to any third party (excluding regulations as defined in Clause 10.3) or use the Confidential Information for any purpose other than the performance of its rights and obligations under this Agreement.
- 10.3. Each Party may disclose Confidential Information to the extent that:
 - 10.3.1. it is required or authorised to do so by law/government authority/regulatory authority;
 - 10.3.2. disclosure is to professional advisers or auditors of the Parties under the terms of confidence;
 - 10.3.3. the information has come into, or is currently in the public domain through no fault of the disclosing Party; or
 - 10.3.4. the information has been known to the receiving party prior to disclosure by the disclosing Party; or
 - 10.3.5. the other Party has given prior written consent to the disclosure.
- 10.4. Each Party shall ensure that its employees, or where permitted, its agents, subcontractors or consultants, appointed to perform any of its functions or obligations under this Agreement, respective representatives or other persons connected with the respective Party comply in all

respects with the provisions of this clause and shall be liable for any acts or omissions of such employees' agents, consultants, subcontractors or persons connected.

- 10.5. The obligations set forth under this Clause 10 shall remain in force after the termination of this Agreement.

11. Term and Termination of the Agreement

- 11.1. This Agreement shall commence on the Commencement Date and shall remain in force and effect for a period of 5 (five) years (**Initial Period**) unless terminated earlier in accordance with Clause 11. After this period the Agreement shall be renewed automatically for successive 12 months periods, unless one of the Parties terminates the Agreement in writing upon 3 months' notice before the end of the Initial Period or before the end of the ongoing 12 month period.

- 11.2. Either Party is entitled to terminate this Agreement by written notice to the other Party if either Party is in material breach of any terms of this Agreement and fails within ten (10) days of receiving the written notice to remedy such breach. The defaulting Party is obliged to compensate any damage caused to the other Party on account of the termination.

- 11.3. Either Party has the right to terminate this Agreement with immediate effect by written notice if:

11.3.1. the other Party has committed any material breach of its obligations hereunder, which the defaulting Party has not - in accordance with Clause 11.2 - remedied within ten days of receipt of written notice thereof;

11.3.2. the court orders the dissolution or winding up of the other Party;

11.3.3. the other Party is the subject of a voluntary or compulsory dissolution and consequential winding up and is placed in liquidation (other than for the purpose of corporate restructuring or merger or amalgamation); or

11.3.4. the other Party being made the subject of any administration order has a receiver, manager, official receiver or administrator appointed in respect of it.

11.3.5. one of the Parties to the contract should lose or fail to acquire or otherwise not have at their disposal any authorisation, licence or permit which is required or which may come to be required in the future in order to fulfil this Contract due to all applicable laws and regulations and future amendments or alterations to such laws and regulations;

11.3.6. in the event that the continued association with the other Party would be likely to lead to the revocation of the remote gaming licence and/or to impair the name, reputation, integrity and/or goodwill of a Party.

- 11.4. Effect of Termination

11.4.1. All rights and obligations of the Parties shall cease immediately upon termination of this Agreement. The below listed rights and obligations shall not be affected by the termination of the Agreement:

11.4.1.1. the accrued rights and obligations of the Parties at the date of termination;

11.4.1.2. the rights and obligations of the Parties under those clauses, which are expressed or intended to survive termination and any provision of this Agreement necessary for the interpretation or enforcement of this Agreement;

- 11.4.2. Upon termination of this Agreement for whatsoever reason, both Parties shall immediately return any and all material belonging or relating to the other Party (in an electronic format) including, without limitation, the provision that Forwell shall have all Confidential Information relating to the Operator's Players, log files and all copies of the same, which is in its possession, custody or control, turned over to the Operator. Forwell is entitled to keep a copy of all relevant data necessary for proper accounting and administrative reasons.

12. Indemnities

- 12.1. Forwell shall indemnify on demand the Operator and keep the Operator fully and effectively indemnified against any claim and damage, which the Operator may sustain or incur or which may



be brought or established against it by any person, and which arise in any case out of or in relation to or by reason of:

- 12.1.1. claims for infringement of third party's intellectual property rights in connection with the services rendered by Forwell;
 - 12.1.2. any claim arising out of or related to the use of third parties by Forwell to perform its rights and obligations under this Agreement.
- 12.2. The Operator shall indemnify on demand Forwell and keep Forwell fully and effectively indemnified against any claims and damages, which Forwell may sustain or incur, or which may be brought or established against it by any person, and which in any case arise through the Operator's fault out of or in relation to or by reason of:
- 12.2.1. any breach of the terms of this Agreement, any applicable laws or regulations relating to the usage of the Games and /or the Games Delivery Platform by the Operator's activities;
 - 12.2.2. any kind of fraud in connection with credit cards or money laundering;
 - 12.2.3. paying taxes regarding the transactions and payments resulting from this Agreement;
 - 12.2.4. any breach of any applicable laws or regulations relating to the promotion and advertising measures of the Operator;
 - 12.2.5. material disrepute caused by the promotion or offering of the Games on the Operator's website and/or marketing or selling the Games in any illegal way.
- 12.3. Forwell takes any measures technically reasonable to secure the data and files transferred and processed in the scope of the term of this Agreement. However, any liability of Forwell regarding any possible damages resulting from illegal misuse of data by third parties, data loss and damaging, system break-down computer viruses and the like is excluded unless these occur through Forwell's fault.
- 12.4. Forwell is not responsible for any kind of system break-down resulting from technical problems, which Forwell could not previously predict and any possible damages arising therefrom.

13. Force Majeure

- 13.1. Neither of the Parties shall be defaulting or liable for a failure to perform any of its obligations (apart from its obligations to pay any sums due) insofar as it can prove that non-compliance was a result of force majeure.
- 13.2. The following events are regarded as force majeure (this enumeration not being exhaustive):
- 13.2.1. war, whether declared or not, civil war, civil violence, riots and revolutions, acts of sabotage, natural disasters such as violent storms, cyclones, earthquakes, tidal waves, floods, destruction by lightning, explosions, fires, boycotts, strikes and lock-outs of all kinds, go-slows, occupation of factories and premises and work stoppages;
 - 13.2.2. acts of authority, whether lawful or unlawful, apart from acts from which the party seeking relief has assumed the risk by virtue of any other provisions of this Agreement.
- 13.3. For the purposes of this clause impediment does not include laws and regulations, lack of authorisations, licences, permits or approvals necessary for the performance of this Agreement and to be issued by the appropriate public authority.
- 13.4. Events according to those detailed under Clause 13.2 entitle the Party affected to delay the fulfilment of its duties for the duration of the interference and a measured start-up period and does not constitute default. In the case that the period of force majeure lasts more than sixty (60) days either of the Parties shall be entitled to terminate this Agreement by written notice.

14. Notices

Any notice under or in connection with this Agreement shall be in writing in English language and shall be delivered personally or sent by mail, email or fax to the Party due to receive the notice or communication at



its address set out under this Clause 14 or such other address as either Party may specify by notice in writing to the other.

For Forwell:

Attn:
Forwell Limited
Email: development@beefee.co.uk
Contact Person: Piotr Szpoton

For the Operator

Attn:
Globonet B.V.
Email serji@mserverone.com
info@g-force-corporate-services.com
Contact Person: Sergey Lovchenko

15. Miscellaneous

- 15.1. This Agreement constitutes the entire agreement between the Parties relating to the subject matter of this Agreement and supersedes all prior verbal or written agreements or understandings or representations by or between the Parties regarding the subject matter of this Agreement. There are no oral or written side agreements.
- 15.2. No variation of or amendment to this Agreement will be of any force or effect unless it is in writing and signed by or on behalf of the Parties. Also a deviation from the required written form shall be in writing.
- 15.3. No waiver on the part of either Party to this Agreement of any rights stipulated in this Agreement or arising from a breach of any provision of this Agreement will constitute a waiver of rights in respect of any subsequent breach of the same or any other provision. The rights granted in this Agreement do not affect legal guarantee and damages claims.
- 15.4. Operator shall not provide any access to the Games Delivery Platform to any third party (with the exceptions of its Players and the applicable Authority) without prior written agreement of Forwell.
- 15.5. In the event that any of the terms of this Agreement are found to be invalid, unlawful or unenforceable, such terms will be severable from the remaining terms, which will continue to be valid and enforceable. The unlawful or unenforceable term is to be replaced with a permissible regulation that corresponds with regard to its economic purpose.
- 15.6. Unless otherwise agreed in this Agreement no rights or obligations under the Agreement may be assigned to a third Party by the Operator without prior written approval of Forwell.
- 15.7. This Agreement may not constitute or imply any partnership, joint venture, trust or other legal relationship between the Parties other than the contractual relationship expressly provided for in this Agreement.

16. Governing Law and Arbitration

- 16.1. This Agreement and all relations, disputes and other matters arising hereunder shall be governed by, and construed in accordance with the laws of England.
- 16.2. Where there is a dispute the aggrieved Party shall notify the other Party in writing of the nature of the dispute with as much detail as possible about the alleged breach by the other Party. The Parties shall then strive to find an amicable solution.



- 16.3. In case an amicable settlement as provided for above is not reached between the Parties within 3 (three) weeks from notification in writing to the defaulting Party, the dispute, controversy or claim arising out of or relating to this agreement, or the breach, termination, interpretation or invalidity thereof, shall be settled by the court of England in accordance with the legal regulations effective in England.

This Agreement is being executed in two originals in English. Each of the Parties will receive one original of this Agreement and its Appendices.

I, Jerzy Frejno, the undersigned, herewith confirm that my position within Forwell is that of the Director and state that I am duly authorized to enter into this Agreement, which I herewith do, on this the 30-09-2019 by signing this Agreement, for and on behalf of Forwell.

.....
Forwell Limited

I, Global Related Services B.V. represented by Gouloud Hammoud, the undersigned, herewith confirm that my position within the Operator is that of the Managing director and state that I am duly authorised to enter into this Agreement, which I herewith do, on this the 26th day of September, 2019 by signing this Agreement, for and on behalf of the Operator.

.....
GloboNet B.V.

26 September 2019 *

* of the Company

LIST OF APPENDICES:

1. APPENDIX A- THE LIST OF FORWELL GAMES
2. APPENDIX B - TRADEMARK
3. APPENDIX C - DATA PROCESSING AGREEMENT
4. APPENDIX D - LIST OF OPERATOR'S WEBSITES
5. APPENDIX E - SERVICE LEVEL AGREEMENT

APPENDIX A - LIST OF FORWELL GAMES

Forwell Games	
No.	Game name
1	Alice in Wonderland
2	Ancient Secrets
3	Aztec Adventure
4	Best New York Food
5	Bonnie & Clyde
6	Book of Ming
7	Cold As Ice
8	Continent Africa
9	Crystal Mania
10	Dark Carnivale
11	Dragon's Power
12	Energy Fruits
13	Energy Stars
14	Fresh Fortune
15	Fruitastie
16	Golden Chance
17	Golden Lamp
18	Golden New World
19	Hot Classic
20	Jazz Spin
21	Jewels World
22	Joker Spin
23	Koi Kingdom

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24	Lucky Symbols
25	Mad Men
26	Magic Hunter
27	Magic Queens
28	Ocean Reef
29	Pagoda of Fortune
30	Pharaohs and Aliens
31	Pyramid Treasure
32	Rich Castle
33	Riches From the Deep
34	Rome Warrior
35	Royal Crown
36	Star Fortune
37	Steampunk Big City
38	Stunning 27
39	Stunning Hot
40	Stunning Hot 20 Deluxe
41	Stunning Snow
42	Tequila Fiesta
43	Transylvanian Beauty
44	Vintage Win
45	Voodoo Candy Shop
46	Wild Jack

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APPENDIX B – TRADEMARK
to the Software License Agreement

1. Both Parties shall promote the other party's trademark.
2. Both Parties may promote the other party's trademark through:
 - a. Placement of the information about cooperation with the other party on the website.
 - b. Placement of the other party's trademark on the website.
 - c. Placement of the other party's trademark in marketing materials, including, but not limited to Paper Marketing Materials such as brochures, flyers, postcards, business cards and electronic marketing materials such as multimedia presentations or movies.
3. Both Parties can conduct promoting activities other than those mentioned in clause 2 under the prior approval of the other party.
4. In the scope of the above provisions:
 - a. Forwell hereby grants to the Operator the non-exclusive and non-transferable right and license (without any power to sub-license) to use Forwell trademark as described in section 5 below. Operator shall not represent that the Operator have any ownership or other rights of the Forwell trademarks. Operator's use of the Forwell trademark will not create in Operator's favor any right, title or interest in or to the Forwell trademark,
 - b. the Operator hereby grants to Forwell the non-exclusive and non-transferable right and license (without any power to sub-license) to use Operator's trademark as described in section 5 below. Forwell shall not represent that Forwell have any ownership or other rights of the Operator's trademarks. Forwell's use of the Operator's trademark will not create in Forwell favor any right, title or interest in or to the Operator trademark.
5. Description of trademarks:
 - a. The Forwell trademark shall consist of the "BF GAMES" words and the graphic image as below:



6. After termination of the Software License Agreement both parties will immediate either destroy materials containing the other party' trademark or deliver those materials to the other party.

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APPENDIX C - DATA PROCESSING AGREEMENT

Data Processing Agreement

This Data Processing agreement (the "Agreement") is an appendix C to the Forwell Licence Agreement dated _____ (hereinafter the "Principle Agreement") and made between:

Globonet B.V., a company incorporated under the laws of Curacao, hereinafter referred to as "Controller";

and

Forwell Limited, a company registered under the laws of United Kingdom, under the number 09759613 having its registered address at Apartment 1706 Hoola East Tower, 28-34 Tidal Basin Road, London, United Kingdom, E16 1AD, hereinafter referred to as "Processor".

Hereinafter, the Processor and the Controller may be referred to individually as the "Party" or collectively as the "Parties".

BACKGROUND

In order to properly perform Forwell Licence Agreement certain Personal Data need to be processed. Due to the fact that on 25 May 2018 the 2016/679 European Parliament and Council Regulation of 27 April 2016 concerning the protection of natural persons in reference to the personal data protection (GDPR), entered into force, the Parties have decided to conclude this Agreement in order to adapt the terms of cooperation to this regulations.

I. DEFINITIONS AND INTERPRETATION

1. For the purposes of this Agreement, the Parties agree that the following terms and expressions shall have the meaning set forth below:
 - a) **Agreement** – this document, including any and all Appendices as well as any and all amendments that constitute its integral part.
 - b) **Data Protection Laws** – shall mean: (a) Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995, (b) Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data (GDPR) and (c) applicable laws on processing of the personal data,
 - c) **EEA** – shall mean the European Economic Area,
 - d) **Services** – shall mean the activities to be supplied or performed by or on behalf of the Processor for the Controller on the basis of Forwell License Agreement.
 - e) **Subprocessor** – shall mean any legal person or natural person appointed by the Processor to process personal data on behalf of the Processor.
2. The terms, "Commission", "Controller", "Processor", "Data Subject", "Member State", "Personal Data", "Personal Data Breach", "processing", "Processor" and "Supervisory Authority" shall have the same meaning as in the GDPR.
3. Both Parties warrant that they will comply with respective obligations under the Data Protection Laws, GDPR and the terms of this Data Processing Agreement. The Parties do not jointly determine the purposes and means of the processing and do not act as joint controllers.

II. CONTROLLER OBLIGATIONS IN RELATION TO THE PROCESSING OF PERSONAL DATA



1. Controller warrants and represents that all instructions provided to the Processor in relation to the processing of Personal Data are lawful (Schedule 1).
2. Controller shall only provide instructions to the Processor that are in accordance with this Data Processing Agreement. Such instructions shall be limited to the subject matter of the relevant Services under Data Processing Agreement.
3. The Controller acknowledges and agrees that it is responsible for:
 - a) ensuring that all necessary clearances, consents and/or permissions are obtained, or that suitable conditions are satisfied (as set out in the Data Protection Laws) to enable the Processor to process Personal Data under this Agreement; and
 - b) providing data subjects with any necessary notifications and any other information required under Data Protection Laws in respect of the Processor's use of Personal Data under this Agreement.

III. PROCESSOR OBLIGATIONS IN RELATION TO THE PROCESSING OF PERSONAL DATA

The Processor is obliged to:

- a) process personal data exclusively in compliance with Data Protection Laws and documented instructions of the Controller,
- b) inform the Controller about the need to transfer EEA resident Personal Data outside the EEA or to an international organisation, this obligation resulting from the requirements of the European Union law, the law of the Member State to which the Processor is subject, unless the law forbids providing information to the Controller on important grounds of public interest,
- c) immediately inform the Controller about any and all requests received from the persons whose personal data are processed and who by doing so exercise their rights resulting from the regulations on data protection,
- d) immediately inform personal data subjects in the case of violation of their personal rights or personal freedom, if the violation of their rights may cause high risk of a breach, unless the Processor applied the cases mentioned in Article 34(3) GDPR and immediately informed the Controller about such actions,
- e) help the Controller duly perform its obligations regarding security of personal data (Article 32 GDPR) and notification of a personal data breach to the supervisory authority (Article 33 GDPR),
- f) assess the impact of the planned processing operations and support the Controller in such assessment, in compliance with Article 35 GDPR,
- g) without undue delay notify the Controller about becoming aware of a security breach leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to Controller's data that were made available for the purpose of providing services. The notification shall include any and all information required by Article 33(3) GDPR,
- h) make available to the Controller all information that is necessary to demonstrate compliance with the obligations laid down in this Data Processing Agreement and allow for audits, including inspections, conducted by the Controller or other entity authorised by the Controller,
- i) in addition to the confidentiality obligations contained within the Agreement, ensure that all the persons (employees, contractors) authorised to process Controller's personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality,
- j) keep on behalf of the Controller a record of processing activities, pursuant to the requirements stipulated in Article 30(2) GDPR and make available the record at Controller's or supervisory authority's request.

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IV. Audits

Upon Controller reasonable request, Processor agrees to provide any documentation or records (which may be redacted to remove confidential commercial information not relevant to the requirements of this Data Processing Agreement) which will enable it to verify and monitor Processor's compliance with its data protection and security obligations under the terms of this Data Processing Agreement, within 30 days of receipt of such request. Any audit carried out by the Controller will be conducted in a manner that does not disrupt, delay or interfere with Processor's performance of its business.

V. Subprocessing

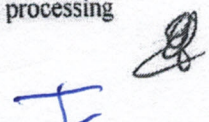
1. Controller authorises Processor to appoint (and permit each Subprocessor appointed in accordance with this section to appoint) Subprocessors in accordance with this section and any restrictions in this Agreement.
2. Processor may continue to use those Subprocessors already engaged by Processor as at the date of this Agreement. If requested by the Controller, Processor shall supply the Controller with a list of such already engaged Subprocessors.
3. With respect to each Subprocessor, Processor shall:
 - a. before the Subprocessor first processes personal data, carry out adequate due diligence to ensure that the Subprocessor is capable of providing the level of protection required by this Agreement.
 - b. ensure that the arrangement between on the one hand (a) Processor, or (b) the relevant intermediate Subprocessor; and on the other hand the Subprocessor, is governed by a written contract including terms which offer at least the same level of protection for personal data as those set out in this Agreement and meet the requirements of article 28(3) of the GDPR.

VI. Transfer of EEA resident personal data outside the EEA or to an international organisation

1. The Processor will not disclose or transfer Personal Data to a third party located outside the EEA unless it notifies the Controller about the transfer and:
 - i. in accordance with a Commission decision finding that a third country provides adequate protection (45 GDPR), or
 - ii. if Processor has provided appropriate safeguards, and on condition that enforceable Data Subject rights and effective legal remedies for Data Subjects are available (46 and 47 GDPR).
2. The Controller has consented to such transfer and acknowledges and accepts that Processor can engage certain providers in the provision of the Services are located in a country that the European Commission has not formally declared to have an adequate level of protection (Article 45 GDPR) and are not able to demonstrate appropriate safeguards (Article 46 GDPR). In such circumstances this will be stated in the Additional Terms to this Agreement, which the Parties undertake to sign.

VII. Safeguards for protection

1. The Parties are obliged to implement technical and organisational measures, including those indicated in Article 32(1) GDPR in order to ensure the level of security that is adequate to the risk related to personal data protection. The measures employed must reflect the current state of the art, character, scope, context and purpose of the personal data. When requested by the Controller to do so, the Processor shall present a written description and grounds for the technical and organisational measures implemented in order to protect Personal Data from unauthorised or unlawful processing



and accidental loss. Either Party shall cover its expenses related to the necessity to introduce such measures.

2. The Processor shall cooperate with such Subprocessors who are able to guarantee the implementation of adequate technical and organisational measures in order to protect the personal data subject to processing in line with GDPR.

VIII. Return of data

1. The Processor shall promptly and in any event within 14 days of the termination of this Data Protection Agreement, delete and procure the deletion of all copies of personal data.
2. The Parties may retain personal data to the extent required by applicable laws and only to the extent and for such period as required by applicable laws and always provided that the Processor shall ensure the confidentiality of all such personal data and shall ensure that personal data is only processed as necessary for the purpose(s) specified in the applicable laws or any regulatory requirements in relation to the Services requiring its storage or further processing after the termination of this Data Protection Agreement.

IX. Miscellaneous

1. This Agreement and any disputes or claims arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) are governed by and construed in accordance with the laws applicable to the Forwell Licence Agreement.
2. If any provision in whole or in part of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, then the provision in question shall be deemed removed and the remaining provisions shall remain in full force and effect and the Parties shall without delay agree on a replacement provision that as far as legally possible achieves the same or commercially similar effect as the invalidated provision.
3. The failure of either Party hereto to insist upon the strict adherence to any term of this Agreement on any occasion shall not be considered as a waiver of any right hereunder nor shall it deprive that Party of the right to insist upon the strict adherence to that term or any other term of this Agreement at some other time.

Signed on behalf of the Controller:

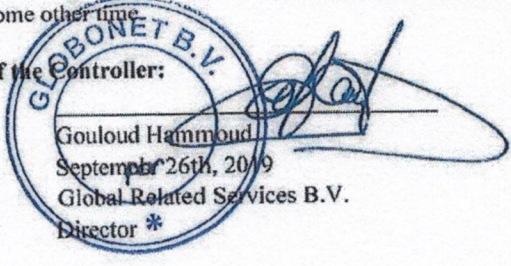
Signed:

Name:

Date:

Company Name:

Position:


Gouloud Hammoud
September 26th, 2019
Global Related Services B.V.
Director *

Signed on behalf of the Processor:

Signed:

Print Name:

Date:

Company Name:

Position:


JERZY FREJNO
30.09.2019
Forwell Ltd
Director

SCHEDULE 1

Processing Details

- a) The Controller specific processing activity requirements:
Specific requirements and/or specific instructions concerning the processing shall be provided in writing if required necessary during the term of this Agreement.
- b) The duration of the processing is until the obligations in the Forwell Licence Agreement have been successfully performed.
- c) The processing activities relate to Processor's Services under the Forwell Licence Agreement and are for the purpose of:
- Performance of the Agreement between the Parties to provide gaming services and deliver associated content and services.
 - Compliance with legal obligations that Parties are subject to (e.g. to keep certain information under AML laws).
 - Securing legitimate and legal interests in the light of the Agreement.
 - Fulfilling the tasks the Parties' customers have consented to in performing the Agreement.
- d) The requirement for the Processor to act on behalf of the Controller is with regard to the below type(s) (one or more) of Personal Data and categories of data subjects:
- i. Personal Data:
- playerIP
playerName
PlayerLogin
PlayerCurrency
PlayerLanguage
PlayeDevice(desctop,mobile)
- ii. Data Subjects:
- Players

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APPENDIX D - LIST OF OPERATOR'S WEBSITES

Following list contains complete enumeration of Operator's websites

- 1)
 - playfortuna.com and its mirrors
- 2)
 - booi.com and its mirrors

This appendix shall be updated each time the operator changes, adds or deletes any of his websites.



APPENDIX E

SERVICE LEVEL AGREEMENT

The purpose of this SLA is to set out the terms upon which Forwell will provide technical support for the services, including responding to and resolving Issues.

1. Definitions

The following terms shall have the meanings given below. Capitalized terms used in this SLA but not specifically defined herein shall have the meanings attributed to such terms in the Agreement.

"Critical Issue"	Means services are non-functional or a major portion of the services is not accessible by a significant number of end users, including, by way of example, a system outage, critical functionality not available, corruption of data or repeated loss of data, repeated Software failures resulting in frequent interruption of service.
"Issue"	an operational failure or impairment of service as categorized in accordance with this SLA.
"Medium Level Issue"	means (i) any service-affecting incidents having a more than minor impact on service functions; (ii) problems requiring additional work to operate and maintain the service; (iii) inquiries regarding the abnormal behaviour of specific services functions; or (iv) inquiries which cannot be solved by the reasonable efforts of Forwell support personnel. IT/support teams shall escalate Issues from Low Level to Medium Level at their complete discretion.
"Low Level Issue"	means minor service-affecting incidents having a minor, non-material effect on service functions and features or general questions, information request or features.
"SLA"	means this Service Level Agreement.
"Workaround"	means actions and procedures, which circumvent or overcome the impact of the Issue. Workarounds may not provide a final and full solution to the Issue.

2. Help-desk



2.1 Forwell will make available to the Operator a dedicated helpdesk to deal with requests for assistance and resolution of Issues that come to Operator attention. Forwell will ensure that helpdesk is available during standard business hours (SBH).

2.2 Forwell will ensure that the helpdesk is contactable by the Operator by telephone or email as follows:

Email address: teamsupport@beefee.co.uk

Critical Issue phone number: +44 07746387490

2.3 Where Forwell becomes aware of a critical Issue, other than through a report by the Operator it will be reported as soon as reasonably possible and in any event within the Response Times that would be applicable to the corresponding severity of the Issue as set out in the table below. Other (non-critical) Issues Forwell may fix without reporting to Operator. Operator will provide a contact for reporting Issues discovered by Forwell, who may be contacted by telephone or by email as follows:

Skype ID: serhiopatron

Telephone: -

Email: serjl@mserverone.com

3. Issue Severity

3.1 Each Issue will have an appropriate severity level attributed to it by Operator such that that Issue is categorized as a Critical Issue, Medium Level Issue, or a Low Level Issue.

3.2 Upon detection of any Issue, which is not a Low Level Issue, in services Forwell may contact Operator via communication means referred to in paragraph 2.3 of this SLA (or any other agreed communication format notified in advance by Operator) using the contact details provided by Operator, as set out in paragraph 2.3 of this SLA above.

3.3 Upon detection of any Issue in services by Operator, Operator may contact the help-desk by the communication means referred to in paragraph 2.2 of this SLA above (or any other agreed communication format notified in advance by the Company) using the contact details set out in paragraph 2.2 of this SLA above. Operator shall provide Forwell help-desk with a report of the Issue (in such form as the services may reasonably determine), including a determination of whether it is a Critical, Medium Level or Low Level Issue and any additional information available and reasonably requested by Forwell help-desk, including the circumstances in which the Issue arose and the time the Operator became aware of it.

4. Issue Response and Resolution

4.1 Forwell will respond to each report of an Issue, devise an interim solution or Workaround and/or finally resolve each such Issue.

4.2 Forwell will respond to each report of an Issue that has been logged within the timescale set out in the Response column in the table below and will update that response as also set out in that column. Forwell will undertake the work required to create an effective resolution of an Issue in accordance with the details set out in the table below and shall ensure that an effective resolution of each Issue is provided within a commercially reasonable time. All response and resolution times shall be measured from the time at which the relevant Issue is logged by Forwell.

Critical	2 hours	Continuous work until a resolution is available
Medium Level	4 hours	3 Business Days
Low Level	8 hours	10 Business Days

5. Limitation of liability

No service levels shall apply to any failure of Forwell to comply with the service level, or to any incident of any priority, caused, in whole or part, by any of the following:

- a. a failure of the equipment or hardware not supplied by Forwell under this SLA;
- b. a failure in local access facilities connecting Forwell to the Operator platform and/or network and vice versa;
- c. Force Majeure Events. Forwell shall not be responsible for the performance of its obligations hereunder where delayed or hindered by reason of any occurrence or contingency beyond its reasonable control, including Acts of God, war, insurrection, sabotage, terrorism, embargo, fire, flood, accident, earthquake, strike interruption of or delay in transportation or telecommunication service power supply necessary for the provision of its services, Server, API or Platform and any change in the legislation or other requirements of the government of the Forwell applicable gaming jurisdiction.
- d. any act or omission of Operator or any of its third party (including but not limited to, its agents, contractors or vendors), including, but not limited to (i) failing to provide Forwell with adequate access or information required in connection for the provision of the Forwell API or software; (ii) any culpable act or omission which causes Forwell to be unable to meet any of the service levels provisions;
- e. Operator negligence or willful misconduct; or
- f. sny DDOS (denial-of-service) attack.
- g. scheduled downtime;
- h. sny carrying out of scheduled maintenance;
- i. sny carrying out of emergency maintenance;
- j. Operator associates or their employees, contractors, agents or representatives.

SUMMARY

Contact Details

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Email address	Phone number
teamsupport@beefee.co.uk	+44 07746387490

Incident/Issue				
Severity	Description	Response	Workaround	Schedule of Service Hours
Severity 1	Critical/High	2 hours	Continuous work until a resolution is available	SBH (Standard Business Hours)
Severity 2	Medium	4 hours	3 Business Days	SBH
Severity 3	Low	8 hours	10 Business Days	SBH

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