

DekkoSecure
Securest Pty Ltd

And

Weber County Attornrney's Office

SERVICES AGREEMENT

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Title **Services Agreement**

Date 5 June 2025

Parties The party named in Item 1 of Schedule 1 **DekkoSecure**

 The party named in Item 2 of Schedule 1 Weber County Attorney's Office

 Dekko and the Customer are each a **Party**, and collectively the **Parties**.

Recitals

- A The Customer requires access to the Licensed Products, and the provision by Dekko of certain services to it to implement, onboard, maintain and support the Licensed Products.
- B Dekko has agreed to provide access to the Licensed Products and the Services to the Customer in accordance with the terms of this Agreement.

Operative provisions

1. Definitions and Interpretation

Definitions

- 1.1 The following definitions apply unless the context requires otherwise:

Administrator means the personnel designated by the Customer to administer the Licensed Products to Permitted Users on the Customer's behalf.

Affiliate means any person that directly or indirectly Controls, is Controlled by or is under common Control with a Party.

Agreement means this Services Agreement.

Automated Access means the use of a process, script, web crawler, software or other methodology that:

- (a) permits a user that is not a human user to access the Licensed Products as a user; or
- (b) monitors any activity in connection with the Licensed Product,

regardless of whether Dekko is aware of the nature of such access.

Business Day means a day that is not a Saturday, Sunday, a public holiday or bank holiday in the State of Utah United States of America.

Charges means the charges set out in Schedule 6.

Control means:

- (a) the ownership of more than fifty percent (50%) of the voting securities or other voting rights of a person; or
- (b) the possession of the power to direct or cause the direction of the decisions, management or policies of a person whether by voting rights, by contract or otherwise.

Customer Data has the meaning given in clause 8.1.

Customer IT Systems means the Customer's information technology and computer systems, including development, test and production environments.

Consultation and Implementation Services means the services set out in Schedule 3.

Dispute means any dispute, difference or question of interpretation arising out of or in connection with this Agreement, (including any dispute regarding pre-contractual negotiations, the existence, validity or termination of this Agreement or the consequences of non-existence or invalidity of this Agreement) whether contractual or non-contractual.

Documentation means all technical specifications, user manuals, operating manuals, process definitions and procedures relating to the Licensed Products and all such documentation as is supplied by Dekko to the Customer for the purposes of the Services.

Effective Date has the meaning given in Item 3 of Schedule 1.

Force Majeure Event means any event outside the control of either Party affecting its ability to perform any of its obligations (other than payment) under this Agreement including but not limited to:

- (a) acts of God, epidemics, fire, floods, lightning, adverse weather conditions and natural disasters;
- (b) acts of any government or authority (including a change in Law), war, revolution, acts of terrorism, civil commotion, riots and acts of war;
- (c) failure of supplies of power, fuel, transport, equipment, raw material or other goods or services;
- (d) strikes, lock-outs and labour disputes;
- (e) public health emergency, pandemic or quarantine (including in relation to COVID-19, being the outbreak of the coronavirus disease known as COVID-19 that was categorised by the World Health Organization as a pandemic on 11 March 2020); or
- (f) any event or cause arising out of or in connection with COVID-19, including any restrictions, travel restrictions, lockdowns, guidelines, public health orders or directions issued by any governmental agency in relation to COVID-19,

but only if and to the extent:

- (g) the affected Party has taken all reasonable precautions, due care and reasonable alternative measures in order to avoid the effect of such event on the affected Party's ability to fulfil its obligations under the Agreement and to mitigate the consequences thereof; and
- (h) such event is not the result of any of its obligations under this Agreement or caused or contributed to by its negligent act or omission.

Harmful Code means viruses, worms, time bombs, Trojan horses and other harmful software, files, scripts, agents or programs.

Initial Term has the meaning given in Item 4 of Schedule 1.

Insolvency Event means for any body corporate, the happening of one or more of the following events:

- (a) becomes insolvent or is adjudicated bankrupt;
- (b) it is unable to pay its debts as and when they become due and payable or fails to satisfy any judgment against it;
- (c) an application is made to a court for an order that it is to be wound up, declared bankrupt or that an administrator, liquidator, provisional liquidator or receiver or receiver and manager be appointed, and the application is not withdrawn, struck out or dismissed within 21 days of it being made;
- (d) a voluntary case under any applicable bankruptcy law is commenced;
- (e) a liquidator or provisional liquidator, receiver, custodian, assignee, trustee or similar fiduciary is appointed;
- (f) an arrangement or composition is entered into with one or more of its creditors or an assignment is made for the benefit of all or substantially all of its creditors; or
- (g) an administrator, a controller or similar fiduciary is appointed to any of its assets.

Intellectual Property Rights means any rights in or to any patent, copyright, database rights, registered design or other design right, utility model, trade mark (whether registered or not and including any rights in get up or trade dress), brand name, service mark, trade name, eligible layout right, chip topography right and any other rights of a proprietary nature in or to the results of intellectual activity in the industrial, commercial, scientific, literary or artistic fields, whether registrable or not and wherever existing in the world, including all renewals, extensions and revivals of, and all rights to apply for, any of the foregoing rights.

IPR Claim has the meaning given to it in clause 13.6.

Law means any statute, regulation, by-law, ordinance or subordinate legislation in force from time to time in any relevant jurisdiction and includes any applicable legally binding guidelines, protocols or codes of conduct.

Liability means any damage, loss, cost, charge, expense or liability however arising (including contractual, tortious, legal, equitable loss or loss pursuant to statute).

Licensed Products means the email products, web-based applications, platforms and/or websites to be provided by Dekko to the Customer as described in Schedule 2.

Material means any software, firmware, equipment, microcode, protocol, goods, documented methodology or process, documentation or other material in whatever form, including without limitation any reports, specifications, business rules or requirements, user manuals, user guides, operations manuals, training materials and instructions, where "software" means any:

- (a) computer program or programming (including source code and object code);
- (b) software tools or object libraries embedded in any of the items referred to in paragraph (a);
- (c) enhancements of any of the items referred to in paragraphs (a) and (b);
- (d) all materials relating to any of the items referred to in paragraphs (a), (b) or (c) or the operation, support or maintenance of any of the items referred to in paragraphs (a), (b) or (c); and
- (e) in the case of third party software, any materials made available by the third party supplier under or in relation to the licence for that third party software.

Onboarding and Training Services means the services as set out in Schedule 4.

Permitted User means a member of the Customer's Personnel that is authorized to access and use the Licensed Products in accordance with clause 4.2 (and together shall be the **Permitted Users**).

Personal Information means information that identifies, relates to, describes or is reasonably capable of being associated with an identified or identifiable person, including "personal data", "personal information" or other similar terms as defined by the Privacy Laws.

Personnel means, in relation to a Party, the directors, officers, employees, agents, representatives and contractors of that Party, or of any Affiliate or Subcontractor of that Party.

Privacy Breach means any one of the following:

- (a) hostile action or a threat of hostile action with the intent to affect, alter, copy, corrupt, destroy, disrupt, damage or provide unauthorized access/unauthorized use of a computer system, including exposing or publicising confidential electronic data or causing electronic data to be inaccessible;
- (b) computer viruses, trojan horses, worms, and any other type of malicious or damaging code;
- (c) dishonest, fraudulent, malicious, or criminal use of a computer system by a person, whether identified or not, and whether acting alone or in collusion with other persons, to affect, alter, copy, corrupt, delete, disrupt, or destroy a computer system or obtain financial benefit for any Party or to steal or take electronic data;
- (d) denial of service that results in the degradation of or loss of access to internet or network activities or normal use of a computer system;
- (e) loss of service that results in the inability of a third party, which is authorized to do so, to gain access to a computer system and conduct normal internet or network activities;
- (f) access to a computer system or computer system resources by an unauthorized person or an authorized person in an unauthorized manner; and
- (g) loss or disclosure of Personal Information or Confidential Information no matter how such loss occurs.

Privacy Laws means all applicable Laws in force in any relevant jurisdiction relating to privacy, data protection, surveillance, data security, direct marketing or Personal Information (including the collection, storage, use or possession of Personal Information).

Provider means the Party disclosing or otherwise making available the Confidential Information to the Recipient under or in connection with this Agreement.

Recipient means the Party receiving Confidential Information under or in connection with this Agreement.

Schedule means a schedule to this Agreement.

Services means the services to be provided by Dekko to the Customer under this Agreement as specified in Item 5 of Schedule 1.

Subcontractor means any person(s) engaged by Dekko to provide goods and/or services to Dekko for the purposes of enabling Dekko to provide Services to the Customer.

Support Services means the services as set out in Schedule 5.

Term means the Initial Term and, if applicable, the successive terms pursuant to clause 10.2.

Yearly licence fee means the quoted licence plan.

Upgrades has the meaning given to it in clause 3.5.

1.2 In this Agreement, unless the context requires another meaning, a reference:

- (a) to the singular includes the plural and vice versa;
- (b) to a document (including this Agreement) is a reference to that document (including any Schedules and annexures) as amended, consolidated, supplemented, novated or replaced;
- (c) to an agreement includes any undertaking, representation, deed, agreement or legally enforceable arrangement or understanding whether written or not;
- (d) to a person (including a Party) includes:
 - (i) an individual, company, other body corporate, association, partnership, firm, joint venture or trust; and
 - (ii) the person's successors, permitted assigns, substitutes, executors and administrators;
- (e) to a law includes any legislation, judgment, rule of law or equity, and is a reference to that law as amended, consolidated, supplemented or replaced, and includes a reference to any regulation, by-law or other subordinate legislation;
- (f) to the word "month" means calendar month and the word "year" means 12 months;
- (g) to "dollars" or the symbol "\$" means United States dollars;
- (h) to a specific time of the day is a reference to time in the State of Utah, United States of America;
- (i) to the words "including" or "includes" means "including, but not limited to", or "includes, without limitation" respectively; and
- (j) to a clause or schedule is a reference to a clause or schedule of this Agreement.

1.3 Where a word or phrase is defined, its other grammatical forms have a corresponding meaning.

1.4 Headings are for convenience only and do not affect the interpretation of this Agreement.

1.5 If the doing of any act, matter or thing under this Agreement is dependent on the consent or approval of a Party or is within the discretion of a Party, the consent or approval may be given or the discretion may be exercised conditionally or unconditionally or withheld by the Party in its absolute discretion.

1.6 Unless otherwise specifically stated to the contrary, in the event of conflicting provisions between this Agreement, and any Schedule or any document referred to or incorporated in this Agreement, the order of priority shall be as follows:

- (a) the terms of this Agreement;
- (b) the terms of any Schedule to this Agreement; and
- (c) a document referred to or incorporated in this Agreement.

2. Services

Throughout the Term, Dekko shall provide the Services to the Customer in accordance with the terms of this Agreement.

3. Licence

3.1 Subject to the terms of this Agreement, Dekko grants the Customer a non-exclusive, fully paid up royalty free licence and right to use the Licensed Products for its own business purposes.

3.2 The Customer acknowledges and agrees that it shall not, except to the extent otherwise permitted by this Agreement, the agreement of the Parties or at Law, without the prior written consent of Dekko:

- (a) assign or transfer any of its rights under this Agreement or grant sublicenses to any of its rights under this Agreement;
- (b) permit a third party to use the Licensed Products or Documentation or provide them to a third party directly or indirectly;
- (c) copy, modify, enhance or adapt the Licensed Products or Documentation;
- (d) screen scrape, reverse engineer or decompile the Licensed Products of any part of it;
- (e) exploit the Licensed Products or Documentation other than for the Customer's own internal business purposes;
- (f) use the Licensed Products to store or transmit Harmful Code;
- (g) seek to circumvent Dekko's methods intended to control access to the Licensed Products;
- (h) operate or develop patches, software or applied programming interfaces that are intended to augment or alter the Licensed Products in a manner that is not intended or not authorized by Dekko;
- (i) use the Licensed Products for any purposes that:
 - (i) promote discrimination, bigotry, racism, hatred, harassment or harm against any individual or group;
 - (ii) are violent or threatening or promoting self-harm;
 - (iii) promote harmful activities or substances in breach of any Law;
 - (iv) infringe a third party's Intellectual Property Rights, or violate a third party's rights of publicity or privacy;
 - (v) breach any Law or would result in civil liability;
 - (vi) are fraudulent, false, misleading or deceptive;
 - (vii) are intended in any way to cause harm or an unacceptable level of detriment to others including but not limited to another user of the Licensed Products; or
- (j) use the Licensed Products in any way other than in accordance with applicable Laws.

3.3 The Customer acknowledges that:

- (a) the terms of this Agreement do not constitute a sale of any aspect of the Licensed Products to the Customer;
 - (b) the Customer's use of the Licensed Products are not contingent on the delivery of any future functionality or features, or depend on any oral or written public comments made by Dekko regarding future functionality or features;
 - (c) it may access the Licensed Products on any device that has the relevant capability. However, the Customer acknowledges that Dekko does not warrant that any of the Licensed Products will be available by way of access from any particular device; and
 - (d) the Customer may be required to have and maintain an internet or data connection in order to access the Licensed Products.
- 3.4 Dekko must, at its own cost, maintain the Licensed Products at all times and ensure that the Licensed Products at all times comply with all applicable Laws.
- 3.5 The Customer acknowledges that:
- (a) there are multiple instances of software supporting and underpinning the Licensed Products;
 - (b) Dekko will make that software available to the Customer from time to time to assist the Customer's use of the Licensed Products; and
 - (c) Dekko may update the Licensed Products from time to time (**Upgrades**). As a condition of the Customer's use of the Licensed Products, the Customer must use the latest versions of any of the Licensed Products made available to the Customer for use. The Customer consents to Dekko updating the Licensed Products automatically without notifying the Customer.

4. Personnel

- 4.1 No individual other than a Permitted User may access or use the Licensed Products.
- 4.2 Subject to clause 4.3, the Customer may authorize any member of its Personnel to be a Permitted User.
- 4.3 The Customer must not have more than the number of Permitted Users specified in Schedule 6 at any one time (unless the Customer purchases additional licences for additional Permitted Users).
- 4.4 The Customer will be able to specify certain Permitted Users as Administrators, who will have important rights and controls over Permitted Users' use of the Licensed Products. An Administrator's rights may include the ability to remove a Permitted User, appoint a Permitted User, limit access to certain functions of the Licensed Products for a Permitted User, monitor a Permitted User, and managing access to Customer Data. The Customer is responsible for whom the Customer allows to become Administrators and any actions they take. The Customer agrees that Dekko's responsibilities do not extend to the internal management or administration of the Licensed Products for the Customer.
- 4.5 The Customer must procure each Permitted User's compliance with the terms of this Agreement and any other reasonable condition notified by Dekko to the Customer.
- 4.6 A breach of any term of this Agreement by the Customer's Personnel (including, for the avoidance of doubt, any Permitted User) is deemed to be a breach of this Agreement by the Customer.

- 4.7 The Customer must procure that each Permitted User will keep a secure password for his or her use of the Licensed Products, will keep such password confidential and will not allow any other person to access the Licensed Products using such password.
- 4.8 The Customer must ensure that no person other than a Permitted User accesses or uses any Service and, in the event of any such unauthorized access or use, it must promptly notify Dekko in writing.
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5. Use of Products

- 5.1 The Customer is entirely and solely responsible for:
- (a) its access to the Licensed Products;
 - (b) its use of the Licensed Products;
 - (c) the appropriateness, accuracy, quality and legal integrity of Customer Data;
 - (d) its compliance with this Agreement; and
 - (e) the means by which the Customer acquires Customer Data.
- 5.2 All Automated Access is subject to this Agreement. No automated software or process may legally access the Licensed Products until the person who is responsible for the Automated Access has accepted the terms of an agreement with Dekko on terms satisfactory to Dekko in its absolute discretion. If the Customer is responsible for any Automated Access, the Customer must comply with any directives by Dekko in respect of the Licensed Products using a robots exclusion protocol, robots.txt file, robots exclusion standard or any other directive concerning Automated Access prepared by Dekko from time to time.
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6. Third Party Providers and risk from viruses, malware and hacking

- 6.1 The Customer and its Permitted Users may choose to use or procure other third party products or services in connection with the Licensed Products, including third party applications or implementation, customisation, training or other services. The Customer's receipt or use of any third party products or services is subject to a separate agreement between the Customer and the third party provider. If the Customer enables or uses third party products or services with the Licensed Products, Dekko will allow the third party providers to access or use the Customer Data as required for the interoperation of their products and services with the Licensed Products. This may include transmitting, transferring, modifying or deleting the Customer Data, or storing the Customer Data on systems belonging to the third party providers or other third parties. Any third party provider's use of the Customer Data is subject to the applicable agreement between the Customer and such third party provider.
- 6.2 Dekko is not responsible for any access to or use of the Customer Data by third party providers or their products or services, or for the security or privacy practices of any third party provider or its products or services. The Customer is solely responsible for its decision to permit any third party provider or third party product or service to use the Customer Data. It is the Customer's responsibility to carefully review the agreement between the Customer and the third party provider, as provided by the applicable third party provider. DEKKO DISCLAIMS ALL LIABILITY AND RESPONSIBILITY FOR ANY THIRD PARTY PRODUCTS OR SERVICES (WHETHER SUPPORT, AVAILABILITY, SECURITY OR OTHERWISE) OR FOR THE ACTS OR OMISSIONS OF ANY THIRD PARTY PROVIDERS OR VENDORS, AND THE CUSTOMER

RELEASES DEKKO FROM ALL LIABILITY ARISING OUT OF OR IN CONNECTION WITH THE ACTS OR OMISSIONS OF ANY THIRD PARTY PROVIDERS OR VENDORS.

6.3 The Customer acknowledges and agrees that computer viruses and malware may, despite the adoption of Dekko's anti-virus software, procedures and practices, enter the Customer's IT Systems, and that external hackers or the Customer's own Personnel might breach the Customer's IT Systems. Accordingly, the Customer acknowledges and agrees that:

- (a) Dekko will not be liable for any Liability of any kind suffered or incurred by the Customer in connection with:
 - (i) any computer virus or malware; or
 - (ii) any data or security breach by an external hacker, or by any person engaged directly or indirectly by the Customer,

unless the Customer is able to demonstrate such loss or damage has occurred as a direct result of a breach of any express obligation of Dekko under this Agreement;

- (b) the Customer alone is responsible for the backup and recovery of its own data and systems; and
- (c) the presence of a computer virus or malware on the Customer's IT Systems, or the suspicion or detection of a computer security breach of the Customer's IT Systems, does not constitute:

- (i) a breach by Dekko of this Agreement; or
- (ii) grounds for claiming a failure of a Licensed Product or Service,

unless the Customer is able to demonstrate such loss or damage has occurred as a direct result of a breach of any express obligation of Dekko under this Agreement.

7. Timing of performance

7.1 Notwithstanding any other provision of this Agreement, to the extent that Dekko's performance of an obligation under this Agreement is delayed as the direct or indirect result of:

- (a) a failure of the Customer (or any of the Customer's Personnel) to perform an agreed action or reasonable instructions from Dekko in the agreed timeframe; or
- (b) the acts or omissions of the Customer (or any of the Customer's Personnel) which is in breach of its obligations under this Agreement,

then the time for performance of Dekko's obligations under this Agreement shall be extended by the equivalent period provided that Dekko has notified the Customer within a reasonable period of time after it becomes aware of the failure or act or omission of the Customer, of the impact of any non-performance by the Customer. The Customer must use its best endeavours to minimise the effect of such failure or non-performance by the Customer.

8. Customer Data

8.1 Dekko acknowledges and agrees that all data generated or collected by the Customer pursuant to its operation and use of the Licensed Products in connection with this Agreement (the **Customer Data**) is the property of the Customer and that the Customer reserves all Intellectual Property Rights which may, at any time, subsist in the Customer Data. Dekko assigns to the

Customer any and all existing and future Intellectual Property Rights it has in the Customer Data on and from the date of its creation.

- 8.2 Dekko will only have access to email identifications and names of Permitted Users and to the extent that any Customer Data becomes available to Dekko, Dekko must not (and must ensure that its Personnel do not):
- (a) use the Customer Data held by Dekko or to which Dekko has access in connection with this Agreement other than for the sole purpose of, and to the extent necessary for, supplying the Services under this Agreement and fulfilling its obligations to the Customer;
 - (b) purport to sell, let for hire, assign rights in or otherwise dispose of any of the Customer Data, or commercially exploit the Customer Data;
 - (c) do or perform any act or thing that may in any way prejudice the ownership by the Customer of the Customer Data or of any Intellectual Property Rights in the Customer Data;
 - (d) disclose the Customer Data to any third party without the Customer's prior written consent; or
 - (e) alter the Customer Data in any way, other than as required under this Agreement or by any Law.
- 8.3 the extent Dekko handles any Customer Data, it shall be handled by Dekko in accordance with clause 17.
- 8.4 In the event of termination of this agreement by either party; DekkoSecure will make the Customer's data available to be retrieved by the customer for a term of up to 90 days beyond the end of the agreement.

9. Charges and payment

Fees, expenses and payments

- 9.1 The Charges payable by the Customer in respect of the Services are as set out in Schedule 6.
- 9.2 Save in respect of the Yearly licence fee, Dekko shall submit invoices for payment of the Charges monthly in arrears.

Invoices

- 9.3 The Customer must pay to Dekko all Charges due to Dekko under this Agreement (without any deduction or set off) within thirty (30) days of receipt of an invoice from Dekko.

Taxes

- 9.4 The Customer must pay all relevant taxes, duties, excise or other assessments that are incurred or imposed by applicable Laws in connection with this Agreement.

10. Term and termination

Term

- 10.1 Subject to clause 10.2, this Agreement will commence on the Effective Date and shall continue for the Initial Term unless terminated in accordance with this clause 10.

- 10.2 At the expiry of the Initial Term, this Agreement will continue for successive terms of 12 months unless a Party gives not less than 30 days' prior written notice that this Agreement will terminate on the expiry of the then current term. This contract shall not exceed a total period of five years. If the parties desire to continue services, a new contract shall be signed after following Customer's required procurement process.

Termination

- 10.3 A Party (**Terminating Party**) may, without prejudice to its other rights or remedies, terminate this Agreement with immediate effect, or from such later date as the Terminating Party may nominate, in whole or in part by written notice to the other Party (**Defaulting Party**) if one or more of the following default events occurs:
- (a) the Defaulting Party commits a material breach of this Agreement (being a single event or a series of events which together constitute a material breach) which:
 - (i) is capable of being cured and following notice from the Terminating Party requiring the Defaulting Party to cure the breach, the Defaulting Party does not cure the breach within fourteen (14) days; or
 - (ii) is not capable of being cured (other than by the payment of money); or
 - (b) subject to chapter 11 of the United States Bankruptcy Code or similar applicable Law, an Insolvency Event occurs in respect of the Defaulting Party.

Dekko Termination

- 10.4 Dekko may, without prejudice to its other rights or remedies, terminate this Agreement if the Customer has not paid undisputed Charges that are in aggregate in excess of \$1,000, and which are properly due and payable in accordance with clause 9 and the following procedure has been complied with:
- (a) Dekko has given the Customer a notice specifying the failure to pay and giving the Customer at least fourteen (14) days to pay the outstanding invoices;
 - (b) Dekko has given the Customer a second notice giving the Customer at least a further fourteen (14) days to pay the invoice and specifying that Dekko intends to terminate this Agreement if the Customer fails to pay that invoice; and
 - (c) the Customer does not pay the amount, by the expiry of the period in the notice under clause 10.4(b).

Consequences of termination

- 10.5 Upon termination of this Agreement (for whatever reason):
- (a) Dekko shall be entitled to cease providing the Services from the effective date of termination;
 - (b) the licence granted to the Customer pursuant to clause 3.1 will automatically be terminated, and the Customer must cease using the Licensed Products, from the effective date of termination;
 - (c) the Customer must pay to Dekko all Charges incurred up to the effective date of termination (without any deduction or set off); and
 - (d) the Customer must:
 - (i) return all copies of the Documentation to Dekko; and/or

- (ii) destroy all copies of the Documentation,
- and certify in writing to Dekko that it has complied with its obligations under this clause 10.5(d).
- (e) Dekko is retaining governmental records on Customer's behalf. Customer has up to 90 days to retrieve any of its data following the termination of this Agreement.

11. Customer's Obligations

11.1 The Customer must:

- (a) provide Dekko with:
 - (i) such co-operation as is reasonable and necessary for its receipt of the Services and for Dekko to comply with its obligations under this Agreement; and
 - (ii) all reasonable and necessary access to such information, servers and systems used in relation to or in connection with the provision of the Services by Dekko as may reasonably be required by Dekko,
- in order for Dekko to provide the Services and/or Documentation;
- (b) carry out its responsibilities set out in this Agreement in a timely manner;
 - (c) obtain and shall maintain such licences, consents and permissions that are necessary for Dekko and its Subcontractors to perform their obligations under this Agreement;
 - (d) ensure its network and systems comply with the relevant specifications agreed by the Parties at the Effective Date and making such changes to the specification as is agreed with Dekko from time to time;
 - (e) be solely responsible for procuring and maintaining its network connections and telecommunications links and all problems, conditions, delays, delivery failures and all other loss, damage or Liability arising from or relating to the Customer's network connections or telecommunications links or caused by the internet;
 - (f) assume sole responsibility for results obtained from the use of the Services and the Documentation by the Customer and for conclusions drawn from such use;
 - (g) protect the Licensed Products and Documentation from misuse, damage, destruction or any unauthorized use; and
 - (h) supervise and control the use of the Licensed Products and Documentation in accordance with the terms of this Agreement.

12. Warranties

Dekko warranties

- 12.1 Dekko represents and warrants, for the Customer's benefit only, that Dekko will use commercially reasonable efforts to prevent introduction of Harmful Code into the Licensed Products (but for the avoidance of doubt, Dekko is not responsible or otherwise liable for Harmful Code submitted by the Customer or its Permitted Users).

- 12.2 Dekko warrants that the Licensed Products will comply with the Documentation. Dekko further warrants that no Upgrades or updates to the Documentation will result in a material degradation in the performance, functionality or security of the Licensed Products.

Customer warranties

- 12.3 The Customer represents and warrants to Dekko that it will:
- (a) comply with any reasonable requirements and directions of Dekko to ensure that the operating environment and computer systems of the Customer meet the relevant minimum requirements set out in the Documentation;
 - (b) ensure the use of the Services will be by suitable and competent Personnel of the Customer; and
 - (c) ensure that its use of the Licensed Products and Documentation will comply with all Laws.

General warranties

- 12.4 Each Party represents and warrants to the other that:
- (a) it is duly organized and validly existing under the laws of the jurisdiction of its organization;
 - (b) it has full power and authority to execute, deliver and perform its obligations under this Agreement;
 - (c) the signing, delivery and performance of this Agreement by it will not constitute:
 - (i) a violation of any judgment, order or decree;
 - (ii) a material default under any material contract by which it or any of its assets are bound; or
 - (iii) an event that would, with notice or lapse of time, or both, constitute such a default; and
 - (d) all necessary corporate approvals have been obtained by it to render this Agreement binding on, and legally enforceable against, it in accordance with its terms.

13. Intellectual property rights

- 13.1 Dekko grants the Customer a license to use the Intellectual Property Rights it has in the Licensed Products that is perpetual and irrevocable but otherwise subject to the terms set out in clauses 3.1 and 3.2.
- 13.2 All existing and future Intellectual Property Rights in any Upgrades delivered pursuant to this Agreement, on and from the date of creation, shall be owned solely by Dekko. The Customer assigns to Dekko any and all existing and future Intellectual Property Rights it has in any such Upgrades on and from the date of its creation.
- 13.3 The Customer must not use Dekko's trademarks, logos, domain names, business or trading names or brands without the prior written consent of Dekko.

Indemnification

- 13.4 Dekko agrees to indemnify and hold harmless Customer from and against any and all losses, liabilities, damages, injuries, claims, demands and expenses, including legal expenses, but only to the extent caused by the negligent acts or omissions of Dekko in connection with its obligations under this Agreement. Dekko's obligation to indemnify Customer is not limited or waived in any way by compliance or non-compliance with the insurance requirements of this Agreement. Dekko will be obligated to indemnify Customer to the fullest extent allowed by law, whether or not Customer's insurance covers Dekko's indemnification obligations.
- 13.5 Customer agrees to indemnify and hold harmless Dekko from and against any and all losses, damages, injuries, claims, demands, and expenses, including legal expenses, arising from or related to Customer's use of the Services, except to the extent caused by Customer's negligence, willful misconduct, or breach of this Agreement. This indemnity includes any third-party claims related to or arising out of the Customer's use of the Services, Products, and related materials.
- 13.6 Subject to clause 13.7, Dekko shall indemnify the Customer and its Personnel against any Liability (including the cost of any settlement and legal costs and expenses on a solicitor-client basis), compensation or expense sustained or incurred by the Customer which arises out of or in connection with any action, claim, dispute, suit or proceeding brought by any person in which it is alleged that the Licensed Products or Services infringes the Intellectual Property Rights of any person, or in respect of any infringement or alleged infringement of Dekko's Intellectual Property Rights where the infringement or alleged infringement arises out of any activity performed using the Licensed Products or any Upgrade provided by or on behalf of Dekko (**IPR Claim**).
- 13.7 The indemnity given by Dekko in clause 13.6 does not apply to the extent that:
- (a) an alleged infringement arises from:
 - (i) the use of the Licensed Products or Documentation in connection or in combination with equipment, devices or software not supplied by Dekko;
 - (ii) the use of the Licensed Products or Documentation not in accordance with the provisions of this Agreement or the applicable specifications or Documentation provided by Dekko; or
 - (iii) any transaction entered into by the Customer in breach of this Agreement, whether or not relating to the Licensed Products without Dekko's prior written consent; or
 - (b) the IPR Claim arose out of the use by the Customer and/or its Personnel, Administrators or Permitted Users of the Licensed Products or any Upgrades in breach of the Customer's obligations under this Agreement.
- 13.8 In the event of an IPR Claim, Dekko must at its own cost and at Dekko's option, use all reasonable endeavours to promptly:
- (a) secure the right for the Customer to continue using the affected items free of any claim or liability for infringement; or
 - (b) replace or modify the affected items to make them non-infringing, provided that any replacement or modification must not degrade the performance or quality of the items.

14. Insurance and Limitation of Liability

- 14.1 On or prior to the Effective Date, Dekko must be an insured under the following insurances:
- (a) public and product liability insurance; and
 - (b) professional indemnity insurance,
- and must ensure that each such insurance are maintained throughout the Term.
- 14.2 Unless otherwise approved by the Customer, the public and product liability insurance required to be effected and maintained under this clause 14 must:
- (a) cover Dekko for Dekko's liability to any other person for:
 - (i) loss or damage to property; and
 - (ii) death or injury to any person; and
 - (b) provide insurance cover for an amount in respect of any one occurrence of not less than one million dollars (\$1,000,000) with a deductible/excess of no more than one hundred thousand dollars (\$100,000).
- 14.3 Unless otherwise approved by the Customer, the professional indemnity insurance effected and maintained under this clause 14 must provide an annual limit of indemnity of not less than one million dollars (\$1,000,000) with a deductible/excess of no more than one hundred thousand dollars (\$100,000).
- 14.4 Dekko must not do or omit to do, and must ensure that any Personnel of Dekko or any Affiliate do not do or omit to do, anything that results in any insurance referred to in this clause 14 being void or voidable, or results in any liability for payment under that policy being reduced.
- 14.5 All deductibles/excess payable under the policies of insurance maintained by Dekko under this Agreement must be paid by Dekko.
- 14.6 Dekko must as soon as reasonably practicable notify the Customer if any of the insurance policies required under this clause 14 are cancelled.
- 14.7 EXCEPT FOR A CLAIM OR CLAIMS BY DEKKO AGAINST THE CUSTOMER RELATING TO A BREACH OF CLAUSE 3.2(c) OR CLAUSE 3.2(d), NEITHER PARTY WILL BE LIABLE TO THE OTHER PARTY OR ANY OTHER PERSON FOR ANY EXCLUDED LOSS.
- 14.8 FOR THE PURPOSES OF CLAUSE 14.7, "**EXCLUDED LOSS**" MEANS CONSEQUENTIAL, INDIRECT, INCIDENTAL, EXCEPTIONAL OR SPECIAL DAMAGES INCLUDING BUT NOT LIMITED TO LOSS OF REVENUE, PROFITS, TIME, GOODWILL, DATA, ANTICIPATED SAVINGS, OPPORTUNITY, BUSINESS REPUTATION, FUTURE REPUTATION, PRODUCTION OR PROFIT, ANY DELAY COSTS, ECONOMIC LOSS OR DAMAGE.
- 14.9 Each Party's liability to the other Party (whether arising in contract or tort under statute or otherwise from any cause whatsoever) for any injury, loss, damage, cost or expense will be reduced proportionately to the extent that the injury, loss, damage, cost or expense has been caused or contributed to by the breach of contract or negligence of the other Party or its Personnel.
- 14.10 Clauses **Error! Reference source not found.** to 14.9 do not merge and continue to bind the Parties after the termination, novation, expiration or conclusion of this Agreement.

15. Force Majeure

- 15.1 If Dekko is affected by a Force Majeure Event under this Agreement it shall as soon as reasonably practicable notify the Customer in writing of the matters constituting the Force Majeure Event and shall keep the Customer fully informed of their continuance and of any relevant change of circumstances whilst such Force Majeure Event continues.
- 15.2 Dekko shall take all reasonable steps to minimise the effects of the Force Majeure Event on the performance of its obligations under this Agreement.
- 15.3 Neither Party shall be in breach of this Agreement, or otherwise liable to the other, by reason of any delay in performance, or non-performance of any of its obligations due to a Force Majeure Event.
- 15.4 During the continuation of a Force Majeure Event affecting Dekko, the Customer may at its own cost obtain temporary performance of the affected obligation from a third party provider, provided that Dekko shall be entitled to resume performance once again at the end of the Force Majeure Event.
- 15.5 The Customer shall be entitled to terminate this Agreement if a Force Majeure Event continues for any more than sixty (60) days.
- 15.6 The Customer shall have no obligation to pay the Charges in respect of Services to the extent that they are not provided as a result of any Force Majeure Event.
- 15.7 Notwithstanding the provisions of this clause 15, Dekko shall continue to perform all obligations under this Agreement not affected by the Force Majeure Event.

16. Subcontractors

- 16.1 Dekko shall be entitled to subcontract the performance of any of its obligations under this Agreement, without the prior written consent of the Customer.
- 16.2 Dekko shall be responsible for all acts and omissions of its Subcontractors as if such acts and omissions were its own.

17. Privacy

- 17.1 Dekko and the Customer must each:
- (a) comply with the Privacy Laws in respect of Personal Information; and
 - (b) provide all reasonable information, assistance and cooperation requested by the other Party in connection with any request, complaint, reporting, investigation or compliance matter being handled by that other party in connection with the Privacy Laws, and any data breach incident, affecting the Services or Licensed Products.
- 17.2 The Customer acknowledges and agrees that Dekko is unable to access or read the Customer Data transmitted using the Licensed Products and that Dekko is not required to do so in order to supply the Licensed Products and Services, and is not permitted to do so or attempt to do so. Dekko agrees that the Licensed Products will at all times comply with the security standards set out in the DekkoSecure Information Security Architecture document (v 1.3) attached as Annexure A.

- 17.3 Dekko must refer individuals who request access to their Personal Information in connection with any Licensed Product to the Customer unless Dekko is required by Law to deal with such access requests directly, in which case Dekko must promptly notify the Customer after receipt of, and prior to responding to, such a request.
- 17.4 If Dekko or the Customer becomes aware of any Privacy Breach that affects, or is likely to affect the Services, the Customer or the Customer's customers it shall notify the other Party as soon as practicable.
- 17.5 If Dekko or the Customer become aware of any Privacy Breach in connection with the provision of and use of the Services under this Agreement arising from its acts or omissions, that Party must promptly notify the other Party in writing with full details of the contravention.
- 17.6 The Party responsible for the Privacy Breach must immediately take all steps to prevent or stop, a suspected or actual Privacy Breach, and the other Party shall provide reasonable co-operation in relation to addressing the Privacy Breach.

18. Confidentiality

- 18.1 The Recipient of any Confidential Information of the Provider acknowledges and agrees that:
- (a) the Confidential Information of the Provider and its Affiliates is, and will remain, the exclusive property of the Provider or the relevant Affiliate (as the case may be); and
 - (b) nothing in this Agreement gives, is intended to transfer, or transfers to the applicable Recipient any right, title or interest in the Confidential Information of the Provider or any Affiliate of the Provider.
- 18.2 The Recipient must:
- (a) maintain the confidential nature of the Confidential Information;
 - (b) not, without the Provider's prior written consent, disclose any of the Confidential Information to any person, except as expressly permitted under this Agreement; and
 - (c) only use the Confidential Information for the purpose of performing its obligations, and exercising its rights, under this Agreement.
- 18.3 The Recipient must immediately notify the Provider of the Confidential Information of any suspected or actual unauthorized access, disclosure, use, copying or reproduction of the Confidential Information and promptly do anything the Provider of the Confidential Information reasonably requires to prevent or restrain a suspected or actual breach of this Agreement, or any suspected or actual infringement of the Provider's rights in relation to the Confidential Information, and otherwise, arising out of this Agreement.
- 18.4 If, and to the extent that, any of the Confidential Information disclosed to the Recipient contains any Personal Information, the Recipient must comply with all applicable Privacy Laws regulating the collection, storage, use and disclosure of information, as if it were subject to those laws.
- 18.5 Subject to compliance with clause 18.6, the Recipient may disclose the Confidential Information to:
- (a) such Personnel as reasonably require access to the Confidential Information in connection with this Agreement; and
 - (b) each Party's financiers and professional advisers.

- 18.6 Before disclosing any of the Confidential Information in accordance with clause 18.5, the Recipient must ensure that recipients of any Confidential Information pursuant to clause 18.5 are made fully aware of the confidential nature of the Confidential Information and of the terms of this Agreement prior to obtaining access to it.
- 18.7 The Recipient must (at its own expense) upon receipt of a written request by the Provider:
- (a) promptly return to the Provider or, at the election of the Provider, destroy all documents and other Materials constituting Confidential Information in the possession or control of the applicable Recipient;
 - (b) promptly delete all of the Confidential Information in the possession or control of the applicable Recipient, which is stored in an electronic or other medium and retrievable in perceivable form; and
 - (c) stop using the Confidential Information.
- 18.8 The Provider acknowledges and agrees that:
- (a) the Recipient may retain Confidential Information to the extent that (and only in the form in which) it is included in any board papers or board minutes of the applicable Recipient or its Affiliate, or in any other documents required to be retained by applicable law by or in accordance with the ordinary business records retention policies and practices of the applicable Recipient or its Affiliate; and
 - (b) the Recipient's financial, legal and other advisers may retain Confidential Information as is necessary to support any advice given to the applicable Recipient, or to comply with its insurance or risk management policies or professional obligations,
- provided that, in each case, the Confidential Information retained is kept confidential in accordance with this Agreement.
- 18.9 The return, destruction or deletion of Confidential Information in accordance with clause 18.7 does not release the Recipient from its obligations under this Agreement.
- 18.10 On completion of the return, destruction or deletion of the Confidential Information, the Recipient must promptly give the Provider at its request a certificate signed by a senior officer of the applicable Recipient that the Recipient has complied with clause 18.7.
- 18.11 The covenants contained in this Agreement are additional to, and do not derogate from, the Recipient's obligations in respect of secret and confidential information under any Law.
- 18.12 Neither Party shall make an announcement regarding this Agreement to the public or the media without the other Party's prior written consent.
- 18.13 The Parties acknowledge that Customer is a governmental entity subject to the Utah open records law known as the Utah Government Records Access and Management Act, Utah Code Ann., Section 63G-2-101 et seq., as amended ("GRAMA"); that certain records within Customer's possession or control, including without limitation, this Agreement (but not including (i) proprietary software or (ii) materials to which access is limited by the laws of copyright or patent), may be subject to public disclosure; and that any Customer's confidentiality obligations shall be subject in all respects to compliance with GRAMA. Customer hereby informs Dekko that if it provides Customer with records that Dekko believes should be protected from disclosure for business reasons must, pursuant to Section 63G-2-309 of GRAMA, provide to Customer with the record, a written claim of business confidentiality and a concise statement of reasons supporting such claim. Non-specific statements of confidentiality (such as, but not limited to, designating or marking a document confidential or proprietary in a cover letter,

header, footer or watermark) are insufficient to claim confidentiality under GRAMA. Pricing information is not generally protected from disclosure under GRAMA. Notwithstanding any provision to the contrary in this Agreement, Customer may disclose any information or record to the extent required by GRAMA or otherwise required by law or a governing body of Customer.

19. Notices

Requirements

19.1 All notices must be:

- (a) in legible writing and signed by the Party;
- (b) addressed to the recipient at the address, or email address set out in Schedule 1 or such other address as that Party may notify in writing to the other Party;
- (c) sent to the recipient by hand, recognised international courier company or email; and
- (d) if sent by email, in a form which:
 - (i) identifies the sender;
 - (ii) is electronically signed by the sender or an authorized officer of the sender; and
 - (iii) clearly indicates the subject matter of the notice in the subject heading of the email.

Receipt

19.2 Without limiting any other means by which a Party may be able to prove that a notice has been received by another Party, a notice will be deemed to be duly received:

- (a) if sent by hand, when left at the address of the recipient;
- (b) if sent by recognised international courier company, at the time specified on the proof on delivery receipt; or
- (c) if sent by email, when the sender receives an automated message confirming delivery or four hours after the email is sent (as recorded on the device from which the sender sent the email), unless the sender receives an automated message that the email has not been delivered, whichever occurs first,

but if a notice is served by hand, sent by recognised international courier company or is received by the recipient's email on a day which is not a Business Day, or after 5:00 pm (recipient's local time) on a Business Day, the notice is deemed to be duly received by the recipient at 9:00 am (recipient's local time) on the first Business Day after that day.

20. Dispute resolution

20.1 The Parties shall first attempt to resolve any Dispute as follows:

- (a) the Parties shall first attempt to resolve a Dispute informally by either Party referring the matter in dispute to their respective authorized representatives within five Business Days of one Party notifying the other Party in writing that a Dispute has occurred; and

- (b) in the event that the Parties' authorized representatives are unable to resolve the Dispute within five (5) Business Days of reference to them, then either Party may refer the matter to mediation in accordance with clause 20.2.
- 20.2 If the Parties are unable to resolve a Dispute in accordance with clause 20.1(a), either Party must refer the Dispute to mediation administered by the American Arbitration Association (AAA) before having recourse to litigation or arbitration. The mediation shall be conducted in accordance with the AAA Commercial Mediation Procedures operating at the time the matter is referred to AAA. The mediation shall be held in the State of Utah, United States of America and each Party shall bear its own cost of the mediation.
- 20.3 Nothing in this clause 20 shall prevent either Party from seeking urgent relief before the courts.
-

21. Governing law and jurisdiction

- 21.1 This Agreement shall be interpreted, construed and governed by the laws of the State of Utah, United States of America without giving effect to any choice or conflict of law provision or rule (whether of the State of Utah or any other jurisdiction) that would cause the application of laws of any jurisdiction other than those of the State of Utah.
- 21.2 The Parties submit unconditionally to the jurisdiction of the state or federal courts of the State of Utah, United States of America and any courts competent to hear appeals therefrom.
-

22. General

Amendment

- 22.1 This Agreement may be amended only by a document signed by both Parties.

Assignment

- 22.2 A Party must not novate, assign or otherwise transfer, create any charge, trust or other interest in, or otherwise deal in any other way with any of its rights under this Agreement without the prior written consent of the other Party.

Costs

- 22.3 Each Party must pay its own costs in respect of this Agreement and the documents and transactions contemplated by this Agreement.

Counterparts

- 22.4 This Agreement may be signed in counterparts and all counterparts taken together constitute one document.

Governmental Immunity

- 22.5 Customer is a governmental entity as set forth in the Governmental Immunity Act of Utah, Title 63G, Chapter 7, Utah Code Annotated (the "Immunity Act"). Customer does not waive any defenses otherwise available under the Immunity Act, nor does any Party waive any limits of liability provided by the Immunity Act which immunity and damage caps are expressly preserved and retained. Customer retains the same privileges and immunities from liability when responding to a request for assistance outside its jurisdictional area as it possesses in the performance of its duties within its own territorial jurisdiction. All obligations imposed upon the Customer or their employees and volunteers by virtue of the

execution of this Agreement are considered within their current scope of employment with each Party.

Utah's Governmental Data Privacy Act

- 22.6 Utah state law requires a contractor to be subject to the requirements of Utah Code title 63A, Chapter 19, to the same extent as a governmental entity, with regard to the personal data processed or accessed by the contractor. See Utah Code section 63A-19-401(4). "Personal data" is defined in Utah Code section 63A-19-101. TDC certifies that it is familiar with, and will comply with, the requirements of Utah Code title 63A chapter 19, to the same extent as required of Customer, with regard to the personal data processed or accessed by TDC as a part of its duties under this Agreement.

Electronic execution

- 22.7 Each Party acknowledges and agrees that immediately prior to entering into this Agreement, it has consented to:
- (a) the requirement for a signature under any applicable Law being met; and
 - (b) the other Party executing this Agreement,
- by any method of electronic signature that the other Party uses, including signing on an electronic device or by digital signature.

Entire agreement

- 22.8 This Agreement is the entire agreement of the Parties about the subject matter of this Agreement and supersedes all other representations, negotiations, arrangements, understandings or agreements and all other communications. No Party has entered into this Agreement relying on any representations made by or on behalf of the other, other than those expressly made in this Agreement.

Invalid or unenforceable provisions

- 22.9 If a provision of this Agreement is invalid or unenforceable in a jurisdiction:
- (a) it is to be read down or severed in that jurisdiction to the extent of the invalidity or unenforceability; and
 - (b) that fact does not affect the validity or enforceability of that provision in another jurisdiction or the remaining provisions.

No deduction or set-off

- 22.10 Any payment to be made under this Agreement must be made free and clear of any set-off, deduction or withholding, except where that set-off, deduction or withholding is required or compelled by applicable Law.

Further assurances

- 22.11 Each Party must, at its own expense, whenever reasonably requested by the other Party, promptly do or arrange for others to do, everything reasonably necessary or desirable to give full effect to this Agreement and the transactions contemplated by this Agreement.

Rights cumulative and exhaustive

- 22.12 The rights, remedies and powers of the Parties under this Agreement are cumulative.

- 22.13 The rights, powers and remedies provided in this Agreement in respect of the wrongful conduct of a Party are, to the maximum extent permitted by law, in substitution for the rights, powers and remedies provided by law independently of this Agreement.

Waiver and exercise of rights

- 22.14 A provision of or of a right under this Agreement may not be waived or varied except in writing signed by the person to be bound.

Execution

Executed as an agreement.

Executed by
Securest Pty Ltd ACN 166 558 676 by its
authorized representative:



Signature of authorized representative

Andrew Dibley

Name of authorized representative (please print)

Cheif Operating Officer

Title of authorized representative (please print)

Executed by
the **Customer** by its authorized representative:

Signature of authorized representative

Name of authorized representative (please print)

Title of authorized representative (please print)

Schedule 1 – Key Information

Item 1	DekkoSecure	<p>Name: Securest Pty Ltd</p> <p>Australian Company Number: 166 558 676</p> <p>Address: Level 3, 31 Alfred Street, Sydney, NSW, Australia, 2000</p> <p>Attention: Jacqui Nelson</p> <p>Email address: jacqui.nelson@dekkosecure.com</p>
Item 2	Customer	<p>Name: Weber County Atornerney's Office</p> <p>Attention: Jamie Pitt</p> <p>Address: 2380 Washington Blvd #230, Ogden, UT 84401</p> <p>Email address: jpitt@webercountyutah.gov</p>
Item 3	Effective Date	1 March 2025
Item 4	Initial Term	The period of 10 months from the Effective Date. Ending 31 December 2025
Item 5	Services	<ul style="list-style-type: none"> - the Licensed Products (schedule 2); - the Consultation and Implementation Services (schedule 3); - the Onboarding and Training Services (schedule 4); and - the Support Services (schedule 5).

Schedule 2 – Licensed Products

1.1 DekkoFusion by DekkoSecure

Schedule 3 – Consultation and Implementation Services

The Consultation and Implementation Services are:

1. business process mapping session that captures operational requirements and workflow details that contribute to the setup and implementation of the DekkoFusion platform.
2. DekkoFusion does not require specialised hardware or maintenance to run the platform.

Schedule 4 – Onboarding and Training Services

The Onboarding and Training Services are:

1. the invitation of trusted users to the platform via a simple invitation and registration process.
2. Up to three interactive online training sessions. Input from the implementation consultation will be used to custom-design user training sessions and content.
3. User training groups are typically organized into cohorts of 10-15 with session times of 45 minutes to 1 hour.
4. the security built into the platform automatically handles all key management, meaning no technical training is required.

Schedule 5 – Support Services

The standard support service will be provided with the following conditions:

- DekkoSecure knowledge base
- Level 2, 3, and 4 support
- Maximum 12 hours response time (business hours 9am-5pm)
- Dedicated support phone number, email and service desk
- Full platform documentation supplied
- Incidents related to Dekko software or infrastructure outage are fee exempt.

Schedule 6 – Charges

Billed annually and payable in advance of service.

Enterprise Plan	Mar 12025 to Dec 31 2025
Annual price	\$39,000
Active storage for sharing	80TB
Archival storage w/ max. 24hr data retrieval	Unlimited
Internal and external users	Unlimited
Hubs	Unlimited
Tenancies	1

Refer to the Dekko proposal (annexure A).

Dekko reserves the right to review and amend data storage and support pricing on renewal.

1.1 Support plans

Enterprise Support Plan

Annual price	nil, included
Support levels	2 - 4
Response time	Max. 12hrs (Business Hours 0900-1700)
Email support	✓
Service desk support	✓
DekkoSecure knowledge base	✓

Incidents related to Dekko software or infrastructure outage are fee exempt.

Incident Support Levels Explained

- **Level 1:** Handles basic access issues (e.g., password resets, SSO configuration) with quick fixes to minimize disruptions.
- **Level 2:** Assists with usability and feature-related questions, providing guidance on settings and optimization.
- **Level 3:** Troubleshoots unexpected behaviour, minor performance issues, and feature malfunctions requiring in-depth analysis.
- **Level 4:** Responds to critical incidents causing service disruptions, with top-priority intervention to restore functionality and prevent recurrence.

Refer to the Dekko Proposal Dated 21 February 2025