

FILIGRAN | MASTER SOFTWARE AND SERVICES AGREEMENT

This Master Software and Services Agreement (“**MSSA**”) is entered into by and between Filigran and the entity identified as the “**Customer**” in the applicable Order Form. Each of Filigran and the Customer is referred to individually as a “**Party**” and collectively as the “**Parties**”. The MSSA, together with the Order Form, and any other attached appendices, constitutes the entire agreement between the Parties (the “**Agreement**”).

BY SIGNING AN ORDER FORM THAT INCORPORATES THIS MSSA OR OTHERWISE ACCEPTING IT (INCLUDING BY CLICKING “I ACCEPT” OR INSTALLING, ACCESSING, OR USING THE SERVICES), YOU CONFIRM THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO THIS AGREEMENT, INCLUDING ON BEHALF OF YOUR COMPANY IF YOU ARE AN AUTHORIZED REPRESENTATIVE. THE AGREEMENT BECOMES EFFECTIVE ON THE DATE YOU SIGN THE ORDER FORM OR OTHERWISE ACCEPT THIS MSSA. FILIGRAN MAY UPDATE THIS MSSA FROM TIME TO TIME; WE WILL PROVIDE ADVANCE NOTICE OF MATERIAL CHANGES AND A REASONABLE PERIOD TO OBJECT. CONTINUED USE OF THE SERVICES AFTER THAT PERIOD CONSTITUTES ACCEPTANCE OF THE UPDATED TERMS.

1 GENERAL TERMS

- 1.1 Open-Source Components.** The Software includes open-source components that are licensed under their respective open-source license terms (“**OSS License Terms**”). Nothing in this Agreement shall restrict Customer’s rights under the applicable OSS License Terms. The open-source components are provided “as is” and without warranties, as specified in the applicable OSS License Terms, which are hereby incorporated by reference. This Agreement governs only the proprietary components of the Software and the Services related to the Software provided by Filigran.
- 1.2 Orders through Partners.** If Customer purchases the Services through an authorized reseller or partner of Filigran, this Agreement shall govern Customer’s access to and use of the Services while billing and payment are solely between Customer and the Partner. Customer’s order details (including scope, term, and applicable fees) will be set forth in the Order Form placed by the Partner with Filigran on Customer’s behalf. Filigran may suspend or terminate Customer’s access to the Services if it does not receive the corresponding payment from the Partner. Partners are not authorized to modify this Agreement or make any commitments on Filigran’s behalf, and Filigran is not responsible for any Partner’s acts, omissions, or separate agreements with Customer.
- 1.3 Affiliate Orders.** Customer’s Affiliates may purchase Services under this MSSA by executing an Order Form with Filigran that references this MSSA. In such case, references to “Customer” means the purchasing Affiliate named in the applicable Order Form. Each such Order Form is a separate Agreement between Filigran and the purchasing Affiliate, and neither Customer nor any Affiliate is liable for another’s Affiliate obligations under separate Order Forms.

2 CLOUD SERVICE TERMS

- 2.1 Applicability.** This section applies to the extent the Customer elected to purchase Cloud Services from Filigran under an Order Form.
- 2.2 Cloud Service Terms.** Subject to the terms and conditions of the Agreement and the applicable OSS License Terms, Filigran grants the Customer a limited, non-exclusive, non-sublicensable, non-transferable, right to access and use the Services in SaaS mode for Customer’s internal business purposes during the Term.
- 2.3 Hosting.** Except where the Customer opted for the BYOC model, as detailed in the Order Form, the Software is installed, runs, and remains hosted on Filigran’s cloud Infrastructure. No copies of the Software may be provided to Customer in any format or on any medium.

3 ON-PREM SERVICE TERMS

- 3.1 Applicability.** This section applies to the extent the Customer elected to purchase On-Prem Services from Filigran and applies to those On-Prem Services only.

- 3.2 On-Prem License Grant.** Subject to the terms of this Agreement and the applicable OSS License Terms, Filigran grants Customer a non-exclusive, non-transferable, non-sublicensable license to install and use the Software on Customer's own premises and infrastructure, solely for internal business purposes and during the Term.

4 SUPPORT AND PROFESSIONAL SERVICES

- 4.1 Support Services.** During the Term, Filigran will provide the Customer with Support Services in English or French, in accordance with the Support Level (Standard or Premium) selected by the Customer and specified in the Order Form. Support Services include assistance with the Software and the Filigran-developed connectors for the duration and according to priority levels further detailed in Filigran's [Service Level Agreement](#) ("SLA"), which is incorporated by reference to this Agreement.
- 4.2 Professional Services.** Filigran may, on a case-by-case basis, agree to provide training or other professional services to the Customer. Such services and the applicable fees shall be set out in an Order Form and their scope further detailed in a statement of work ("SOW").

5 TRIAL

- 5.1 Trial Duration.** Filigran may provide the Customer with access to a Trial version of its Software, free of charge, for a period of one (1) month. Filigran may extend or terminate the Trial period at any time and for any reason, without notice. Customer may terminate the Trial at any time and for any reason, without notice.
- 5.2 Access and Use during Trial.** Access to and use of the Software during the Trial is subject to the applicable OSS License Terms. The Trial is provided "as is" and without any warranties of any kind. Filigran shall have no obligation to provide support or maintenance during the Trial. Filigran will not be liable under this Agreement for any claims, losses, damages, or liabilities arising from or related to: (i) the Customer's or any User's use of the Trial; or (ii) the deletion, loss, or inaccessibility of any data generated during the Trial.
- 5.3 Non-Production Environment.** Unless otherwise agreed by Filigran, the Customer agrees to use the Trial solely in a non-production environment.

6 PROPRIETARY RIGHTS

- 6.1 Pre-Existing Works.** Each Party will maintain its ownership of, and rights in and to, any materials or intellectual property rights, whether registered or not, existing prior to entering into the Agreement or as may be developed by a Party independently, and without the use of Confidential Information of the other Party.
- 6.2 Customer Feedback and Service Enhancement.** The Customer grants Filigran and its Affiliates a worldwide, perpetual, irrevocable, royalty-free right to use and incorporate into the Services any suggestions, enhancements, or other feedback provided by the Customer relating to the Services.

7 DATA

- 7.1 Customer Data.** The Customer warrants that it owns all right, title, and interest in and to the Customer Data and shall be solely responsible for ensuring the legality, reliability, integrity, accuracy and quality of the Customer Data. The Customer grants Filigran a right to access and use the Customer Data solely to the extent necessary to provide the Services under the Agreement.
- 7.2 Data Aggregation.** Subject to applicable laws and contractual obligations, Filigran may use data provided by the Customer or generated through the Customer's use of the Services for analytical, statistical, and operational purposes, including improving the Services, developing new features, and understanding usage patterns. Filigran may create Aggregated Data from such data, provided it does not identify Customer, its users, or any other individual. Filigran retains all rights, title, and interest in and to such Aggregated Data and may use, reproduce, share, sell, license, transfer, or otherwise exploit it for any lawful purpose, in compliance with any confidentiality or data protection obligations.
- 7.3 Third-Party Software Integration.** The Services include Third-Party Software integration, which the Customer may elect to use at their discretion. Such software is not part of the Services, and Filigran provides no warranty,

support, or liability for these, except as expressly stated in the Agreement or in the Documentation. The Customer is solely responsible for complying with the terms of any Third-Party Software and acknowledges that Filigran is not responsible for any Customer Data shared with, generated or accessed by such software.

8 CUSTOMER OBLIGATIONS

- 8.1 Cooperation.** Customer shall cooperate in good faith and ensure the timely availability of qualified personnel, information, and resources reasonably required for Filigran to perform the Services, including during the implementation phase, to avoid any undue delay.
- 8.2 Compliance with Documentation.** Customer shall use the Software strictly in accordance with the Agreement, the Documentation and within the environment(s) for which rights have been granted. A separate Order Form, subject to additional fees, shall be required for each additional environment or for any use on behalf of Customer's own customers. Use of the Software in accordance with the Agreement and Documentation is a condition for receiving Support Services.

9 FEES

- 9.1 Fee and Payment terms.** In consideration of the Services, the Customer shall pay Filigran the amounts set forth in the applicable Order Form ("**Fees**"). Unless otherwise set forth in the Order Form, the Fees are due annually in advance and to be paid within thirty (30) days of date of invoice from Filigran. The Fees are non-refundable.
- 9.2 Late Payment.** Except for any amounts disputed in good faith, all past due amounts will incur interest at a rate of three times the applicable legal interest rate. The Customer will reimburse Filigran for all reasonable costs and expenses incurred (including reasonable attorneys' fees) in collecting any overdue amounts. In addition, Filigran reserves the right to suspend the use of the Services if the Customer fails to pay any undisputed invoice within 30 days after formal notice to pay sent by Filigran.
- 9.3 Taxes.** All Fees set forth in the applicable Order Form are exclusive of any sales, withholding, value-added, or other similar taxes imposed by applicable law that Filigran is required to pay or collect in connection with the Services ("**Taxes**"). If any such Taxes are due, they shall be borne by Customer. If Customer is required by law to withhold or deduct any Taxes from the Fees, Customer shall increase the amount payable so that Filigran receives the full amount of Fees as if no such withholding or deduction had occurred, unless Customer provides a valid tax exemption certificate issued by the appropriate taxing authority.

10 TERM AND TERMINATION

- 10.1 Agreement and Order Form Term.** The Agreement shall commence on the Effective Date of the initial Order Form and shall remain in effect until terminated in accordance with this Section or upon expiration of all active Order Forms (the "**Term**"). Each Order Form shall commence on the Effective Date and remain in effect for the Term set out in the Order Form.
- 10.2 Renewal.** Customer may renew the applicable Order Form for successive one (1) year terms. Updated Fees as well as any changes in scope or quantities will be set out in the renewal Order Form, which will be sent to the Customer at least sixty (60) days before the end of the current Term. If Customer does not renew before the expiration date or fails to respond to Filigran's notice, the Order Form will expire.
- 10.3 Termination for cause.** The Agreement or any Order Form, including all rights granted hereunder, may be terminated by either Party with immediate effect if the other Party is in material breach of the Agreement and such breach continues for thirty (30) days after receipt of written notice.
- 10.4 Bankruptcy.** To the extent permitted by applicable law, the Agreement may be terminated by either Party with immediate effect upon written notice in the event that the other Party: (i) becomes insolvent; (ii) makes an assignment for the benefit of creditors; (iii) files a voluntary bankruptcy petition; (iv) acquiesces to any involuntary bankruptcy petition; (v) is adjudicated bankrupt; or (vi) ceases to do business.
- 10.5 Effects of Termination.** Upon expiration or termination of an applicable Order Form:

- (i) the rights and licenses granted under such Order Form for the Services shall immediately terminate, and Customer and its Users shall cease all use thereof, except for any rights granted under the OSS Licenses Terms, which may continue in accordance with these terms.
- (ii) Filigran's obligation to provide Support Services under the terminated Order Form shall immediately cease;
- (iii) in the event of termination due to Customer's breach of the Agreement, Customer shall pay any outstanding Fees;
- (iv) in the event of termination due to Filigran's breach of the Agreement, Filigran shall refund to Customer the pro rata portion of any prepaid but unused Fees;
- (v) for Cloud Services, Customer Data shall be available for download or migration and deleted seven (7) days following the termination or expiry date; and
- (vi) upon Customer's written request, Filigran shall delete, anonymize, render inaccessible, or return all Customer Confidential Information in its possession or control and shall not retain copies thereof, except that Filigran may keep one archival copy solely to ensure compliance with this Agreement, for statistical or benchmarking analyses that cannot directly identify Customer, or as required by applicable law or regulation.

10.6 Survival. The rights and obligations of the Parties which by their nature extend beyond the expiration or termination of the Agreement shall survive termination or expiry of the Agreement for any reason.

11 WARRANTIES AND DISCLAIMERS

11.1 General Warranty. Filigran warrants that, during the Term of the applicable Order Form: (i) the Software will conform in all material respects in accordance with the Documentation; (ii) any service rendered by Filigran under this Agreement will be performed in a professional manner by qualified personnel, and (ii) Filigran will maintain all licenses, consents, and permissions necessary to perform its obligations under this Agreement. This warranty does not apply to any non-conformity resulting from: (a) use of the Software contrary to this Agreement or the Documentation; (b) integration, combination, or use of the Software with any third-party systems, data, or software not approved or authorized by Filigran; or (c) modifications to the Software not made or expressly authorized by Filigran.

11.2 Disclaimer. Except as expressly warranted above, the Services are provided "**as is.**" Filigran does not warrant that the Services will meet Customer's requirements or that their operation will be uninterrupted, error-free, or timely. Filigran shall not be liable for any delays, delivery failures, or any loss or corruption of data, or other loss or damage resulting from factors outside Filigran's reasonable control. To the maximum extent permitted by law, Filigran disclaims all other warranties, whether express, implied, statutory, or otherwise, including any implied warranties of merchantability, fitness for a particular purpose, non-infringement, or arising from course of dealing or usage of trade.

11.3 Availability Warranty. Filigran warrants that it will use no less than industry standard efforts to maintain an availability level of the Cloud Services of at least 99,98% as further set forth in the [SLA](#).

12 INDEMNIFICATION

12.1 Infringement Indemnity. Subject to the Customer's compliance with the Agreement, Filigran will, at its option, defend or settle any third-party claim that the Services, as provided by Filigran under the Agreement and used within its scope, infringe any intellectual property rights. Filigran will pay any resulting costs, damages and reasonable attorneys' fees awarded against the Customer.

12.2 Injunctions. If the Customer's use of the Services is, or Filigran believes is likely to be, enjoined due to a claim, Filigran may, at its sole option and expense: (a) procure the right for the Customer to continue using the Services; (b) replace or modify such Services to be non-infringing and substantially equivalent in function; or (c) if neither option (a) nor (b) is feasible despite Filigran's commercially reasonable efforts, terminate the Customer's rights to the affected Services and refund a pro-rated portion of the fees based on the then-current Term.

12.3 Exclusions. Filigran will have no liability for any claim of infringement or misappropriation arising from: (a) the Customer's use of the Services with equipment, software or data not supplied by Filigran, where the claim would not have occurred without such use; (b) the Customer's use of the Services outside the scope of the Agreement or the Documentation; (c) modifications made by anyone other than Filigran; (d) unauthorised use by Customer's

users or Affiliates; (e) the Customer's use of an outdated version of the Services, if the claim could have been avoided by using the current version; or (f) the Customer's use, possession, or breach of any Third-Party Software.

12.4 Sole Remedy. This Section provides the sole and exclusive remedies for claims of infringement or misappropriation of intellectual property rights.

12.5 Customer Indemnification. The Customer agrees to indemnify, defend, and hold harmless Filigran from third-party claims arising out of or relating to (i) the Customer's gross negligence or wilful misconduct; or (ii) the Customer Data's infringement of intellectual property rights, or violation of applicable law.

12.6 Indemnification Process. The indemnification obligations are subject to: (i) prompt written notice of the claim by the Party seeking indemnity ("**Indemnitee**") to the Party with the indemnity obligation ("**Indemnitor**"); (ii) Indemnitor's sole control of the selection of counsel and defense of the claim, provided no settlement admits fault or liability of the Indemnitee without its consent; and (iii) reasonable assistance by the Indemnitee at the Indemnitor's request and expense.

13 LIMITATION OF LIABILITY

13.1 Liability Limit. To the extent permitted by applicable law, each Party's total cumulative liability under the Agreement shall not exceed the amount of the fees paid by the Customer for the Services under the affected Order Form, during the twelve (12) months preceding the event which gave rise to the liability claim.

13.2 Consequential Damage. In no event shall either Party, its directors, or employees be liable to the other for any indirect, special, exemplary, incidental, special or consequential damages, whether based on contract, tort, strict liability or any other legal theory, however caused and whether such loss or damage was foreseeable, known, foreseen, or a Party was advised of the possibility of such damage.

14 CONFIDENTIALITY

14.1 Disclosure Restriction. Each Party shall keep the other Party's Confidential Information strictly confidential and shall not disclose it to any third party, except to its employees, affiliates, or subcontractors who need to know such information for the performance of this Agreement and who are bound by written confidentiality obligations no less protective than those set forth herein. Each Party shall remain fully responsible and liable for any breach of this Section by its employees, affiliates, or subcontractors.

14.2 Degree of care. Each Party shall use the same degree of care, but no less than reasonable care, to protect the other Party's Confidential Information as it uses to protect its own confidential information of a similar nature.

14.3 Forced disclosure. The foregoing obligations shall not prevent either Party from disclosing Confidential Information: (a) as required by law, regulation, or court order, provided that the disclosing Party gives prior notice to the extent legally permitted to allow the other Party to seek protective measures; or (b) on a confidential basis to its legal or financial advisors. In addition, either Party may disclose the terms of this Agreement (i) as required under applicable securities laws or regulations, or (ii) on a confidential basis to current or prospective investors, acquirers, or financing sources.

15 ARTIFICIAL INTELLIGENCE

15.1 AI Features. The Software may include access to artificial intelligence functionalities, including but not limited to generative AI tools (such as a chatbot) and agentic or autonomous AI features (collectively, "AI Features"). Use of these AI Features is optional and not required for the performance of the Services. Filigran develops and provides these AI Features in accordance with industry practices and its [Ethical AI Policy](#).

15.2 Data and AI. If the Customer chooses to use any AI Features, the Customer agrees to do so in accordance with the Ethical AI Policy and applicable laws. The Customer remains responsible for any information submitted to the AI Features and shall not share personal or confidential data. The Customer is aware that AI-generated outputs may not always be accurate or complete, and such outputs should be verified before relying on them.

16 PRIVACY AND SECURITY

- 16.1 Privacy.** When handling personal data, each Party agrees to comply with applicable Data Protection Legislation. When acting as a controller, Filigran processes personal data in accordance with its [Privacy Policy](#), as amended from time to time. In the event Filigran (acting as a Processor) is instructed to process personal data on behalf of the Customer (acting as a Controller), a data processing agreement between the Parties will be incorporated by reference to this Agreement.
- 16.2 Security.** Filigran shall maintain up-to-date, industry-standard security controls to protect the confidentiality, privacy, integrity, and availability of all Customer Data, including protection against unauthorised access to the Services. Such controls include, but are not limited to, SOC2 and ISO 27001 compliance audits, third-party penetration testing, supply chain security scanning, and automated intrusion detection monitoring. Filigran agrees to notify the Customer in writing (including via e-mail) as soon as reasonably possible of any event that may indicate a potential security incident (e.g., improper use of access rights, hacking, viruses, loss or theft of data). In the event of an actual security incident, Filigran shall promptly report it in writing (including via email) to the Customer or its authorised representative.

17 GOVERNING LAW AND JURISDICTION

- 17.1 Law and jurisdiction.** The governing law and the courts having exclusive jurisdiction over any dispute, claim, or lawsuit arising out of or in connection with this Agreement shall be determined based on the Customer's business address mentioned in the Order Form, as follows:

Customer Business Location	Governing Law	Exclusive Jurisdiction
Americas	Laws of the State of Delaware	Federal and State courts located in Delaware, USA
Northern Europe, South Africa and Middle East	Laws of England and Wales	Courts located in London, UK
Australia, Pacific & Japan	Laws of New South Wales	Courts located in New South Wales, Australia
EMEA and rest of the World	Laws of France	Courts located in Paris, France

- 17.2 Exclusion.** The parties expressly agree that the United Nations Convention on Contracts for the International Sale of Goods shall not apply to this Agreement.

18 MISCELLANEOUS

- 18.1 Assignment.** Neither Party may assign this Agreement without the other Party's prior written consent. However, either Party may assign or transfer this Agreement upon written notice, but without the need for consent, (i) to one of its Affiliates, or (ii) as part of a merger or sale of all or substantially all of its assets. Any assignment made in breach of this Section will be void.
- 18.2 Independence.** The Parties are independent contractors, and nothing herein will be construed to create a joint venture, partnership, or the relationship of principal and agent between the Parties. Neither Party will have the power to bind the other or incur obligations on the other's behalf without the other's prior written consent.
- 18.3 Third Party Rights.** Nothing in this Agreement is intended to, or shall be construed to, confer any rights or benefits on any third party, or to entitle any third party to enforce any term of this Agreement.
- 18.4 Anti-Bribery and Corruption.** Both Parties shall comply with all applicable laws, statutes, regulations and codes relating to anti-bribery and anti-corruption.
- 18.5 Severability.** If for any reason a court of competent jurisdiction finds any provision of the Agreement invalid or unenforceable, that provision of the Agreement will be enforced to the maximum extent permissible, and the other provisions of the Agreement will remain in full force and effect.
- 18.6 Waiver.** The failure by either Party to enforce any provision of the Agreement will not constitute a waiver of future enforcement of that or any other provision.

- 18.7 Force majeure.** Except in the case of payment of Fees, neither of the parties shall be obliged to meet any obligations, including any warranty obligation agreed between the parties, if it is prevented from doing so as a result of force majeure. Force Majeure shall be construed as an event or circumstance beyond the reasonable control of the affected Party, which could not reasonably have been foreseen at the time of entering into the Agreement, and the effects of which could not reasonably have been avoided or overcome by appropriate measures, and which prevents the affected Party from performing its contractual obligations. Force majeure shall may include but not limited to: (i) government measures, (ii) major electricity failure, (iii) faults affecting the internet, computer network or telecommunication facilities, (iv) war, (v) terrorism, (vi) riot, and (vii) acts of God. If a situation of force majeure lasts for longer than forty-five days, either of the Parties shall be entitled to terminate the agreement in writing.
- 18.8 Entire Agreement.** The Agreement constitutes the entire and exclusive understanding between the Parties regarding its subject matter and supersedes all prior agreements, whether written or oral, relating to the same subject matter. Any terms and conditions in the Customer's documents that conflict with or add to the terms of this Agreement will be considered not applicable, unless expressly agreed to in writing by Filigran.
- 18.9 Order of Precedence.** In the event of any conflict or inconsistency between the provisions of the Agreement, the documents shall take precedence in the following order: (1) the Order Form, (2) this MSA, and (3) any other appendices.
- 18.10 Notices.** All notices required or permitted under the Agreement will be in writing and delivered by confirmed email transmission, by courier or overnight delivery services, or by certified mail, to the address set forth in the Order Form. Notifications will be deemed given upon receipt.
- 18.11 Electronic Copy.** The exchange of a fully executed Order Form (in counterparts or otherwise) by digital signature or by other electronic means shall be sufficient to bind the parties to the terms and conditions of the Agreement.

19 DEFINITIONS

Affiliate	Any entity that, directly or indirectly, controls, is controlled by, or is under common control with Customer. The term "control" means the ownership of more than 50% of the voting rights or other ownership interests enabling influence over the activities of the respective entity.
BYOC	"Bring Your Own Cloud" is a deployment model in which the Cloud Services are provisioned into Customer's own account/tenant/subscription with a supported third-party cloud provider (e.g., AWS, Azure, GCP). Customer is responsible for procuring, configuring, and maintaining that environment and paying the provider's fees.
Confidential Information	The Agreement, the pricing and Fees associated herewith, the Services, Documentation, information, data, drawings, benchmark tests, specifications, trade secrets, and any other written or electronic information that is either (i) marked as confidential and/or proprietary, or which is accompanied by written notice that such information is confidential and/or proprietary, or (ii) which could reasonably be considered confidential or, if disclosed to any third party, foreseeably cause competitive harm to the owner of such information. Confidential Information does not include information that: (i) was publicly known and made generally available in the public domain prior to the time of disclosure by the disclosing party; (ii) becomes publicly known and made generally available after disclosure by the disclosing party to the receiving party through no action or inaction of the receiving party; (iii) is already in the possession of the receiving party at the time of disclosure by the disclosing party as shown by the receiving party's files and records immediately prior to the time of disclosure; (iv) is obtained by the receiving party from a third party without a breach of such third party's obligations of confidentiality; or (v) is independently developed by the receiving party without use of or reference to the disclosing party's Confidential Information, as shown by documents and other competent evidence in the receiving party's possession.
Cloud Services	The SaaS-based Services offered by Filigran, consisting of providing remote access to the Software, including Support Services of such Software.

Customer	The entity identified in this MSA and/or the Order Form, who purchased Services directly from Filigran or through an authorized partner.
Customer Data	Any data or information provided by the Customer, whether within or outside the Platform, and used in connection with the Services. Customer Data may include personal data of Customer's users or other individuals, as well as data generated, collected, or processed by the Customer.
Documentation	The official user or operator documentation for the Software generally made available to all Software users as may be updated from time to time by Filigran. Such Documentation describes the functionality of the Software (and each component thereof) and the technical requirements to use the Software.
Fees	The annual fees paid by Customer to Filigran for the Services, as specified in the Order Form.
Filigran	The Filigran entity identified in the Order Form and its Affiliates as applicable.
Infrastructure	The IT system on which the Software is hosted.
Modified Code	Any modification, addition and/or development of code scripts, made by Customer or a third-party without Filigran's prior and express consent, deviating from the official release of the Software as developed by Filigran for production deployment or use.
On-Prem Services	The Customer-hosted service offered by Filigran, consisting of providing a Software license key for the Customer to install the Software on its own Infrastructure.
Order Form	Filigran's quote signed by the Customer or reselling Partner, or, as applicable the Customer/reselling Partner's purchase order, detailing the Services purchased by the Customer.
OSS License Terms	The Filigran open source Apache 2.0 licenses, available at https://github.com/OpenCTI-Platform/opencti/blob/master/LICENSE or https://github.com/OpenAEV-Platform/openaev/blob/master/LICENSE , as applicable.
Services	All of Filigran product offering including Cloud and On-Prem Services, the Software as well as any Support or Professional Services.
Support Services	Technical assistance with the Software provided by Filigran to the Customer as further detailed in the SLA.
Third Party Products	Any software or hardware that (i) is manufactured by a party other than Filigran and (ii) has not been incorporated into the Software by Filigran
Trial	The free of charge non-production instance (also referred to as "POC" or "POV") provided from time to time by Filigran to the Customer to test the Software.
User	An individual duly authorized by the Customer to access and use the Services under this Agreement.