



MASTER SERVICE AGREEMENT

CAREFULLY READ THESE TERMS AND CONDITIONS, AS THEY FORM A LEGALLY BINDING AGREEMENT BETWEEN YOU AND HI-TEX SOLUTIONS LLC. ONLY AN AUTHORIZED REPRESENTATIVE OF YOUR COMPANY MAY EXECUTE THIS AGREEMENT. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, YOU DO NOT HAVE PERMISSION TO USE HI-TEX SOLUTIONS LLC SERVICES AND DO NOT HAVE ANY OTHER OF THE RIGHTS SET FORTH BELOW.

This Hi-Tex Solutions LLC's Master Service Agreement (this "MSA") is entered into between Hi-Tex Solutions LLC ("Hi-Tex Solutions LLC") and customer ("You"). You are not required to purchase voice services from Hi-Tex Solutions LLC nor from any of its affiliates. If You elect to purchase voice services from an Hi-Tex Solutions LLC affiliate, please be advised of the following: (i) voice services will be provided through Hi-Tex Solutions LLC's affiliate; (ii) You will be required to sign separate Schedule(s) and to agree to related documents provided by Hi-Tex Solutions LLC's affiliate; and (iii) the terms and conditions of this MSA will apply to the services you receive from Hi-Tex Solutions LLC's affiliate as well as the terms and conditions in Hi-Tex Solutions LLC's affiliate's Schedules and related documents. If You instead choose to purchase voice services through an unrelated third party, this MSA will not govern the provision of any services provided by such third party, such third-party-provided voice services are used at Your sole risk and pursuant to the terms and conditions you enter into with such third party.

Any of the following actions constitutes Your agreement, without limitation or qualification, to be bound by, and to comply with, the terms of this Agreement: (i) registering for Service on Hi-Tex Solutions LLC's web page and selecting "I Accept" as part of the registration process, or (ii) ordering Service from Hi-Tex Solutions LLC's personnel and providing them with Your credit card number and billing information.

You agree to be bound by all of the terms and conditions of (i) this MSA and (ii) the following:

- Hi-Tex Solutions LLC's Privacy Policy (the "Privacy Policy").
- Hi-Tex Solutions LLC's product specific Service Level Agreement (the "SLA" or "Service Level Agreement").
- Hi-Tex Solutions LLC's Acceptable Use Policy ("AUP").
- Hi-Tex Solutions LLC's product specific Schedule ("Schedule"), (collectively, this "Agreement").

Each of the foregoing are expressly incorporated herein by reference and may be updated from time-to-time by Hi-Tex Solutions LLC with notice to You. Current copies of the MSA, Privacy Policy, SLA, AUP, and Schedules are located at <https://Hi-TexSolutions.com/legal>. Unless otherwise specifically stated in Your Service Agreement if there is any conflict between your Service Agreement and this MSA, the Privacy Policy, any SLA, or a Schedule, the terms of this MSA shall control and the order of governance of the remaining documents shall be the Privacy Policy, any SLAs, the Service Agreement, and any Schedules. Hi-Tex Solutions LLC will provide You with a copy of current Schedules upon request. Schedules are tailored for

particular Annual or Monthly Plans and are available to a customer participating in such Annual or Monthly Plan.

DEFINITIONS. For the purposes of this MSA, the following definitions apply:

“Access Information” means information that alone or together with other information, can provide access to any portion of Your Account, including but not limited to, Your Account number, login names, passwords, credit card or other financial information, security questions and their respective answers, and any other similar information. For the avoidance of doubt, Your Access Information will include any similar information for each of Your Users.

“Account” means the account created with Hi-Tex Solutions LLC in connection with this Agreement that relates to Your purchase or subscription to and use of Services by You and Your Users.

“Applicable Law” means Texas law and any applicable foreign, federal, state, or other laws, rules, regulations or interpretations of relevant Governmental Authorities or self-regulatory bodies having jurisdiction over the parties and subject matter to this MSA.

“Beta Offerings” means any portion of the Services offered on a “beta” basis, as designated by Hi-Tex Solutions LLC, including but not limited to, products, plans, services, and platforms.

“Data” means all data submitted by Your Users to Hi- Tex Solutions LLC in connection with the Services, including all content, material, IP and similar addresses, recordings, messages, software, Account Information and Account-related settings.

“Governmental Authority” means a government, regulatory organization, self-regulatory organization, court of competent jurisdiction or similar body.

“Hi-Tex Solutions LLC Parties” means Hi-Tex Solutions LLC’s affiliates (including parents and subsidiaries), vendors, licensors and partners, and its officers, employees, agents, and representatives.

“PHI” means Protected Health Information which is individually identifiable health information.

“Services” means Hi-Tex Solutions LLC’s hosting and other services, software, and products, and such services, software and products that are provided or managed by Hi-Tex Solutions, LLC pursuant to a Service Agreement between Hi-Tex Solutions LLC and You as well as any Schedules related to such Service Agreement.

“Third-Party Service” means any service or product offered by a party that is not Hi-Tex Solutions LLC.

“User” means any of Your employees, consultants, or independent contractors to whom You grant permission to access the Services in accordance with Hi-Tex Solutions LLC’s entitlements procedures and this Agreement.

“You” and “Your” means the individual or Entity on whose behalf this Agreement is accepted.

1. SCOPE; ACCESS; SECURITY.

1.1. Access to Services. Subject to and in accordance with the terms of this Agreement, including any Schedules, Hi-Tex Solutions LLC grants You a non-exclusive, non-sublicensable, nontransferable, non-assignable, revocable license for the term of this Agreement to access and use the Services. Services may only be used by Your Users for internal business purposes only. You agree to comply with the terms and conditions of this Agreement, including any Schedules, and with all applicable Hi-Tex Solutions LLC procedures and policies that further define use of the Services. You acknowledge and agree that the actions of any of Your Users with respect to the Services will be deemed to be actions by You and that any breach by any of Your Users of the terms of this Agreement, including any Schedule, will be deemed to be a breach by You.

1.2. Account Information and Ownership. You agree to maintain accurate Account information by providing updates to Hi-Tex Solutions LLC promptly, but no later than three (3) business days, when any of Your Account information requires change, including any relevant Account contact information. Failure by You, for any reason, to respond within three (3) business days to any inquiries made by Hi-Tex Solutions LLC to determine the validity of information provided by You will constitute a material breach of this Agreement. You acknowledge and agree, and expressly consent, that in the event of any dispute regarding access to or legal ownership of any Hi-Tex Solutions LLC account or any portion thereof, including Your Account, Hi-Tex Solutions LLC will resolve such dispute in its sole discretion. In addition, in the event of such a dispute, Hi-Tex Solutions LLC may immediately suspend, alter, or terminate any relevant account, including Your Account, or any portion thereof. You will reimburse Hi-Tex Solutions LLC for any legal fees and other fees incurred with respect to any dispute regarding control or ownership of Your Account or Your Data or the same of another Hi-Tex Solutions LLC customer. You acknowledge and agree that (i) the legal owner of all Data on the Account is You, the counterparty to this Agreement, and not any individual User, including any Account contact registered with Hi-Tex Solutions LLC, regardless of any administrative designation (e.g., Administrator, Billing Contact, Owner, etc.) and (ii) Hi-Tex Solutions LLC may request any documentation it requires to establish ownership and rights to Your Account and any related Data; provided that any User with an administrative designation has the authority to bind You to any amendments, modifications or acknowledgements regarding this Agreement or otherwise relating to the Services.

1.3. Account Security and Activity. You acknowledge and agree that You are solely responsible for (i) maintaining the confidentiality and security of Your Access Information, and (ii) all activities that occur in connection with Your Account, whether initiated by You, by others on Your behalf or by any other means. You will notify Hi-Tex Solutions LLC immediately of any unauthorized use of Your Account, Access Information or any other actual or potential breach of security. You acknowledge and agree that Hi-Tex Solutions LLC will not be liable for any loss that You may incur as a result of any party using Your Access Information, either with or without Your knowledge and/or authorization. You further agree that You may be held liable for losses incurred by Hi-Tex Solutions LLC, any Hi-Tex Solutions LLC Party, or another party due to any party using Your Access Information. Hi-Tex Solutions LLC strongly recommends that You keep Your Access Information in a secure location, take precautions to prevent others from accessing it and change it when necessary to maintain its confidentiality and security. Hi-Tex Solutions LLC specifically disclaims all liability for any activity in Your Account, whether authorized by You or not.

1.4. Failure of a Line Test. With respect to voice services, if a specific site fails a “VOIP line test” as part of the installation process, and You are unable or unwilling to upgrade the data circuit, router, switch, or faulty component responsible for the failure, Hi-Tex Solutions LLC reserves the right to cancel the order for such site.

1.5. Changes to Services and Plans. Currently, Hi-Tex Solutions LLC offers the Services referred to in the applicable Schedule(s), as defined below. Hi-Tex Solutions LLC may withdraw the provision of, or vary the scope or terms of, or add to or change, the Services with a thirty (30) day notice to You, provided that in making any such change, addition, or withdrawal of the Service(s) a removed service will be replaced with a service which is at least as functional as the removed service and any changes made will not compromise functionality.

1.6. Refusal of Proposed Solutions. If You refuse to implement a proposed solution suggested or recommended by Hi-Tex Solutions LLC, any Service required as a result of your refusal to follow the proposed solution(s) will not be covered under your Annual or Monthly Plan and will be invoiced at the then-applicable hourly rates.

2. TERM AND TERMINATION.

2.1. Term. This Agreement shall be effective from Your acceptance of this Agreement and shall continue until the expiration or termination of all Schedules ("Agreement Term"). The term of each Schedule ("Schedule Term") shall be either the Initial Term or Renewal Term as defined herein.

(a) **Monthly Plan Schedule Term.** For a Monthly Plan with Hi-Tex Solutions LLC, the Initial Term of a Schedule is the period from the date of Your acceptance of the Schedule through the remainder of that calendar month. A Renewal Term for a Monthly Plan of a Schedule is defined as one (1) calendar month beginning at the end of the Initial Term and each subsequent calendar month thereafter.

(b) **Annual Plan Agreement Term.** For an Annual Plan with Hi-Tex Solutions LLC, the Initial Term of the Schedule is the period from the date of Your acceptance of the Schedule through the remainder of that calendar month and continuing through the next twelve (12) calendar months (for example, an Annual Plan that begins April 14th will continue until April 30th of the following year), unless the parties have agreed in writing to a longer term. A Renewal Term for an Annual Plan of a Schedule is defined as the twelve-month period beginning at the end of the Initial Term and each subsequent twelve-month period thereafter.

(c) **Automatic Renewal.** Each Schedule will renew automatically at the end of the then-current Schedule Term for a Renewal Term unless terminated in accordance with this Agreement by either You or Hi-Tex Solutions LLC.

2.2. Informal Dispute Resolution.

In order to facilitate an efficient and economical resolution of any disputed matter arising under this Agreement, the parties agree to first, personally negotiate with each other in good faith, in an effort to resolve any dispute related to this Agreement that may arise between the parties.

In the event a dispute arises, the complaining party shall give the other party written notice of such dispute. Within 10 days after receipt of said notice, the parties shall meet at a mutually acceptable time and place, and, thereafter, as often as reasonably deemed necessary, shall exchange relevant information and attempt to resolve the dispute. If the dispute cannot be resolved by negotiation within 30 days after notice, or if the parties fail to meet within 10 days, the dispute shall be submitted to mediation before resorting to litigation or any other dispute resolution mechanism. Submission to mediation may be made by either party by written notification to the other party.

A mediator shall be selected by agreement of the parties within five days of notification of the need for mediation. Together with the mediator, the parties shall agree on a mutually convenient time for the mediation. If the parties are not able to agree on a mediator, either party may apply to the Guadalupe County Texas District Judge who coordinates mediation to pick a mediator from his or her Approved List of Mediators. Together with the mediator selected, the parties shall promptly designate a mutually convenient time and place for the mediation, which shall take place within 45 days after selection of the mediator. If the parties do not agree promptly, then the mediator shall determine the time and place.

The parties will use their best efforts to resolve such dispute by first mediating the dispute in good faith, and second, by using such other alternative dispute resolution procedures as may be selected by the parties.

Either Party may, before or during the exercise of the informal dispute resolution process set forth herein, apply to a court having jurisdiction for a temporary restraining order or preliminary injunction where such relief is necessary to protect its interests.

2.3. Termination by You.

(a) Monthly Plan. For a Monthly Plan, You may terminate any Schedule for any reason by notification via email to billing@hi-texsolutions.com at least thirty days prior to the beginning of any Renewal Term. If You terminate a Monthly Plan prior to the end of the then-current Term, Hi-Tex Solutions LLC will not be required to refund to You any fees already paid. Failure to provide notice at least thirty (30) days in advance of the beginning of a Renewal Term will result in additional fees for services provided outside of the Term.

(b) Annual Plan. For an Annual Plan, You may terminate any Schedule for any reason by notification via email to billing@hi-texsolutions.com upon at least thirty-day advance notice. If such a termination is effective prior to the end of the then-current Term, You will incur a fee equal to the fee for the remainder of the then-current Term. Such fee must be paid prior to such early termination. Failure to pay such a fee shall result in continued charges under the then-current Annual Plan.

(c) Refunds/Fees for Termination by You. Fees for non-recurring Services and set up fees will not be refunded. Any fees previously waived, discounts, or rebates applied may be reinstated if You terminate the account during the Schedule Term or if You breach this Agreement, including any Schedule.

(d) Fees at Termination. If You have any outstanding invoices or fees owed at the time of your request for the Termination of this Agreement, then full payment of such invoices and fees as well as fees for offboarding and/or transfer of services to another provider is required via electronic transfer prior to any obligation on the part of Hi-Tex Solutions LLC to provide such offboarding or transfer services.

(e) Termination for Breach. Notwithstanding anything herein to the contrary, Client may terminate this Agreement, in whole or in part, upon thirty days' prior written notice for any material breach of this Agreement by Hi-Tex Solutions LLC. During such thirty day notice period, Hi-Tex Solutions LLC shall have the right to cure such breach and if so cured, this Agreement shall continue in full force and effect.

2.4. Termination by Hi-Tex Solutions LLC.

(a) Termination Without Cause. Hi-Tex Solutions LLC may terminate this Agreement, including any Schedule, without cause by providing fifteen (15) calendar days' notice. If Hi-Tex Solutions LLC terminates this Agreement pursuant to this Section 2.4(a), then all Schedules will terminate at the end of the fifteen (15) day notice period. If Hi-Tex Solutions LLC terminates any Schedule pursuant to this Section 2.4(a), then (i) for a Schedule with a Monthly Plan, if the effective termination date occurs prior to the end of the then-current Schedule Term, Hi-Tex Solutions LLC will refund (or refrain from charging You) the pro rata monthly fees for the month in which Services terminate and (ii) for a Schedule with an Annual Plan, Hi-Tex Solutions LLC will refund (or refrain from charging You) the monthly fees for the month in which Services terminate. For Schedules with either a Monthly Plan or an Annual Plan, if Hi-Tex Solutions LLC terminates this Agreement, including any Schedule, pursuant to this Section 2.4(a), Hi-Tex Solutions LLC will not charge You monthly fees for any month following the month in which Hi-Tex Solutions LLC terminates this Agreement, including any Schedule.

(b) Immediate Termination. Hi-Tex Solutions LLC may terminate this Agreement, including any Schedule, (or suspend Your Account) immediately and without prior notice for any of the following reasons:

(i) Any material breach of this Agreement, including any Schedule, by You, as determined by Hi-Tex Solutions LLC in its sole discretion, including, but not limited to, failure to make any payment when due, violation of the AUP or any other Hi-Tex Solutions LLC policy or procedure applicable to the Services as notified to You from time to time, which remains uncured beyond thirty (30) days' notice by Hi-Tex Solutions LLC; and

(ii) If Your use of the Services results in, or is the subject of, actual or potential legal action or threatened legal action, against Hi-Tex Solutions LLC or any of its affiliates, vendors, partners, representatives, or customers, without consideration for whether such actual or potential legal action or threatened legal action is eventually determined to be with or without merit.

(iii) If You engage in any abusive behavior toward or use any abusive language with any of the Staff of Hi-Tex Solutions LLC or any of its vendors/partners. Depending on the severity of such behavior, Hi-Tex

Solutions LLC may, in its sole discretion, elect to provide a single warning to You but such a warning will not constitute any waiver of Hi-Tex Solutions LLC's right to terminate or suspend Your service and Account as set forth below.

(iv) **Termination or Suspension of Users.** In lieu of terminating or suspending Your entire Account, Hi-Tex Solutions LLC may suspend Your Account or terminate or suspend individual Users.

(v) **No Refunds; Further Payment Due.** If Hi-Tex Solutions LLC terminates this Agreement, including any Schedule, pursuant to Section 2.4(b), (i) Hi-Tex Solutions LLC will not refund to You any paid fees and (ii) You will be liable for any payment that would have been due had You terminated pursuant to section 2.2.

2.5. Following Termination. Termination will not cancel or waive any fees owed to Hi-Tex Solutions LLC or incurred prior to or upon termination. You agree that Hi-Tex Solutions LLC may charge such unpaid balance to Your Account on file or otherwise bill You for such unpaid balance. Upon termination, You must promptly uninstall all software provided by Hi-Tex Solutions LLC in connection with the Services. All of Your Data may be irrevocably deleted within fourteen (14) calendar days of termination, including but not limited to, databases, contacts, calendars, e-mail, website content, and any Data hosted by Hi-Tex Solutions LLC. It will be solely Your responsibility to secure all necessary Data from Your Account prior to termination. Hi-Tex Solutions LLC will not be responsible or otherwise liable for any loss of Your Data or any damages arising from the deletion of Your Data following termination of the Services.

3. FEES, BILLING, TAXES, CHARGES.

3.1. Rates and Fees. You must pay for goods and services at the rates set out in any applicable Annual Plan or Monthly Plan and the Schedule as applicable from time to time during the provision of the goods and/or Services. The fees initially charged upon ordering any Service will be effective for the Initial Term and each Renewal Term of a Schedule, provided, that Hi-Tex Solutions LLC will have the right to vary any rate or Schedule from time to time (subject to any fixed pricing for specific periods in any Annual or Monthly Plan), in its discretion and after providing thirty (30) days' notice to You. If You do not agree with such fee increase, You will have the right to terminate the applicable Schedule immediately upon receipt of such notice. All payments made to Hi-Tex Solutions LLC shall be in US Dollars.

3.2. Billing and Payment Arrangements. Hi-Tex Solutions LLC will bill You monthly for all established and recurring fees, and any applicable one-time fees in that month, including but not limited to interest, check paying program fees, and returned check fees. Pro rata billing may occur throughout the course of a billing cycle for feature add-ons that You enable on your Account during any given month.

3.3. Payment by Automated Means.

(a) Hi-Tex Solutions LLC will mail or E-mail your invoice for review. On or about the first (1st) day of each month, Hi-Tex Solutions LLC will apply the current monthly charges to Your automated payment method, the relevant information of which You entered on the CC Auth Form Provided at contract signing. Payment by automated means includes any form of automated payment accepted by Hi-Tex Solutions LLC from time-to-time, including credit card, debit card, direct debit, or other means.

(b) You must provide Hi-Tex Solutions LLC with valid automated payment information as a condition to receive or use the Services. You are responsible for and agree to update Hi-Tex Solutions LLC with any changes to Your billing and/or automated payment information (e.g. new or updated credit card, credit card expiration date or other payment account information). By providing Hi-Tex Solutions LLC with the automated payment information, You authorize Hi-Tex Solutions LLC to charge Your automated payment account for any amounts arising from or relating to the Services without further authorization from You. It is Your responsibility to keep Your automated payment information up-to-date. If charges to Your automated payment account fail, Hi-Tex Solutions LLC will email a warning to Your Account billing contacts.

(c) If Hi-Tex Solutions LLC is unable to successfully process Your payment by automated means by the seventh (7th) calendar day of the month for which the payment is due, Your payment will be considered late and not paid in full. Hi-Tex Solutions LLC may suspend or terminate Your Account in accordance with Section 2.3(b)(i) for failure to timely pay in full. Late payments are subject to a late-payment charge of the greater of (i)

interest calculated at the lesser of (x) eighteen percent (18%) and (y) the maximum amount permitted by law and (ii) twenty-five dollars (\$25). Such interest will accrue daily from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You will pay the interest immediately on demand. You will pay all collection costs incurred by Hi-Tex Solutions LLC (including, without limitation, reasonable attorneys' fees).

3.4. Payment by Check.

(a) If You apply for and are accepted into Hi-Tex Solutions LLC's check paying program, Hi-Tex Solutions LLC will issue You an invoice within the first five (5) calendar days of each calendar month. Each invoice will include an invoice processing fee of twenty-five dollars (\$25). Payment by check must be received by the fifteenth (15th) calendar day of each month. Acceptance into and continued participation in Hi-Tex Solutions LLC's check paying program will be at Hi-Tex Solutions LLC's sole discretion.

(b) Should Your check not be honored, a check fee of the lesser of (i) fifty dollars (\$50) and (ii) the maximum amount permitted by law, will be charged to Your Account. In addition, Hi-Tex Solutions LLC may require You to pay by cashier's check or money order.

(c) If Hi-Tex Solutions LLC does not receive payment by the fifteenth (15th) calendar day of the month for which the payment is due, Your payment will be considered late and not paid in full. Hi-Tex Solutions LLC may suspend or terminate Your Account in accordance with Section 2.3(b)(i) for failure to timely pay in full. Late payments are subject to a late-payment charge of the greater of (i) interest calculated at the lesser of (x) eighteen percent (18%) and (y) the maximum amount permitted by law and (ii) twenty-five dollars (\$25). Such interest will accrue daily from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You will pay the interest immediately on demand. You will pay all collection costs incurred by Hi-Tex Solutions LLC (including, without limitation, reasonable attorneys' fees).

3.5. Fees for Excess Use. You agree to monitor and maintain Your Accounts within all Hi-Tex Solutions LLC-specified limits and in a manner that does not disrupt the activities of Hi-Tex Solutions LLC and other Hi-Tex Solutions LLC customers and users. If Your usage exceeds the limits for Your Account or may disrupt the activities of other Hi-Tex Solutions LLC customers, You agree that Hi-Tex Solutions LLC may immediately, in its sole discretion, (i) charge You for such excess usage via Your automated payment account, or by invoice if You have been accepted into Hi-Tex Solutions LLC's check paying program, (ii) upgrade You to a plan or increase the limits on Your Account to address this excess usage, and/or (iii) suspend Your Account or terminate Your Account upon notice To You. Usage and associated charges for excess usage will be determined based solely upon Hi-Tex Solutions LLC's collected usage month. Upon any upgrade or increase on the limits of your account, you will be responsible for the new costs and fees.

Unused monthly allotments will not accrue or carry over from one month to any other.

3.6. Taxes. In addition to Hi-Tex Solutions LLC's charges, You will be liable for all taxes, governmental fees and assessments related to fees and charges charged to You under this Agreement or otherwise in respect of Your use of the Services.

3.7. Fees for Additional Services. You agree to pay Hi-Tex Solutions LLC's then-current rates and expenses, including the cost of Hi-Tex Solutions LLC's vendors, for any requests related to information retrieval, subpoenas, consulting and advisory services, or similar work.

3.8. Pre-Paid Blocks of Service. Where You agree to buy pre-paid blocks of service during a period, payment must be made in advance for the pre-paid blocks of Service at the rate applicable pursuant to the Schedule for all Services. Each such rate being less any discount agreed in writing between You and Hi-Tex Solutions LLC in respect of the pre-paid blocks of Service. Services included in a pre-paid block of Service rate during the applicable period: (A) are calculated in accordance with the applicable minimum time periods and increments set out in the applicable Schedule; and (B) are only provided by Hi-Tex Solutions, LLC during the applicable period. Where Services are provided for a specified period: (A) The Services remaining unused for that period cannot be rolled over into any subsequent period; and (B) Hi-Tex Solutions, LLC is not liable to refund, re-imburse, pay damages or otherwise compensate or indemnify You in respect of those unused

Services.

3.9. Bill Disputes. You will notify Hi-Tex Solutions LLC of any dispute relating to charges billed to Your Account by submitting a Billing Dispute Notification (via email to billing@hi-texsolutions.com) to Hi-Tex Solutions LLC within thirty (30) days of the date the disputed charges appeared on Your Account. The existence of a dispute will not relieve You from paying any and all amounts billed hereunder. You waive all rights to dispute any charges not disputed by written notice as required above.

3.10. Electronic Billing and Documentation. All billing and other documentation regarding the Services may be provided electronically ("Electronic Documentation"). You acknowledge and agree that You are able to view all Electronic Documentation and consent to receiving Electronic Documentation and decline to receive hard copies of any such materials.

4. USE OF THE SERVICES.

4.1. Internal Use. You will use the Services for Your own internal business, non-residential and non-personal use. You acknowledge and agree that You will not allow any third party, including Your vendors and service providers, to access or use the Services unless such third party is allowed access for the purpose of providing authorized customer support services. Hi-Tex Solutions LLC not unreasonably withhold access to those third-party consultants who manage and maintain software which is not provided by Hi-Tex solutions LLC.

4.2. Restricted Activities. You will not (A) use any Service for any purpose outside the Service's intended scope, features, and function set, (B) use any Service for third-party training, (C) use any Service as an application service provider or service bureau, unless You have entered into a separate written agreement with Hi-Tex Solutions LLC to provide such services, (D) use any Service for timesharing or rental, (E) use any Service to design software or other materials or services with similar or competitive functionality for any purpose, including distribution to third parties, (F) except with respect to Your Data, duplicate any portion of the Services or display, distribute, publish, or otherwise disclose any Service; (G) use any of the Services to interface with any other service or application that is outside the scope of intended use; (H) decompile, disassemble, or otherwise reverse engineer any portion of the Services, (I) make any modification or interface to any Service that is not specifically authorized by Hi-Tex Solutions LLC without prior written consent of Hi-Tex Solutions LLC; (J) resell or sublicense any portion of the Services, and any purported resale or sublicense will be void; and (K) store, maintain, or use on or through the Service any "Protected Health Information" or "PHI" as those terms are defined in the Health Insurance Portability and Accountability Act of 1996 and the rules and regulations promulgated thereunder, as each may be amended from time to time, unless a formal Business Associate Agreement has been executed between Hi-Tex Solutions LLC and You. You may not access the Services for purposes of monitoring their performance, availability, or functionality, or for any other benchmarking or competitive purposes, without Hi-Tex Solutions LLC's prior written consent, which consent will not be unreasonably withheld. You may not, without Hi-Tex Solutions LLC's prior written consent, access the Services if You are a direct competitor of Hi-Tex Solutions LLC.

4.3. Applicable Law. You acknowledge and agree that access and use of the Services may be restricted or limited as a result of Applicable Laws and that You will not use or allow the use of the Services in contravention of, and will comply with, any Applicable Law. You represent that You and Your Users are not named on any Government Authority list of persons or entities prohibited from receiving exports, and (ii) You will not permit Users to access or use Services in violation of any export embargo, prohibition, or restriction. You acknowledge and agree that that it is Your sole responsibility to use the Services in a lawful manner.

5. YOUR DATA; FEEDBACK.

5.1. Submission of Your Data. Any Data You provide to Hi-Tex Solutions LLC in connection with the Services must comply with the AUP. Any Data You provide to Hi-Tex Solutions LLC in connection with the Services shall not be PHI, unless a formal Business Associate Agreement has been executed between Hi-Tex Solutions LLC and You. Attempting to place or transmit, or requesting placement or transmission, of Data that does not comply with the AUP or is PHI will be a material breach of this Agreement. Hi-Tex Solutions LLC may, in its sole discretion, reject or remove Data that You have used or attempted to use with respect to

the Services. Any Data used with respect to the Services by or through You will be free of any and all known malicious code, including without limitation, disabling devices, drop dead devices, time bombs, trap doors, trojan horses, worms, computer viruses and mechanisms that may disable or negatively impact the Services or Hi-Tex Solutions LLC's servers. You hereby represent and warrant to Hi-Tex Solutions LLC that You have the right to use any patented, copyrighted, trademarked, proprietary or other material in connection with Data that You use, post, or otherwise transfer or transmit with respect to the Services.

5.2. Public Disclosure of Data. You are solely responsible for ensuring that You do not accidentally make any private Data publicly available. Any Data made public may be publicly accessible through the internet and may be crawled and indexed by search engines or other third parties. By making any Data publicly available on any of the Services You affirm that You have the consent, authorization, or permission, as the case may be from every person who may claim any rights in such Data to make such Data available in such manner.

5.3. Data Takedown. By making any Data publicly available in the manner aforementioned, You expressly agree that Hi-Tex Solutions LLC will have the right to block access to or remove such Data made available by You, if Hi-Tex Solutions LLC receives complaints, inquiries or notices concerning any illegality or infringement of rights in such Data. You expressly consent to determination of questions of illegality or infringement of rights in such Data by the agent designated by Hi-Tex Solutions LLC for this purpose.

5.4. Filtering. Hi-Tex Solutions LLC may employ various filtering methods to reduce unwanted content, such as SPAM e-mail, from reaching Your Hi-Tex Solutions LLC Account. You acknowledge and agree that such methods may prevent legitimate content from reaching Your Account and that Hi-Tex Solutions LLC will not be liable therefor.

5.5. Control. Hi-Tex Solutions LLC is not obligated to exercise control over the content of information, including Your Data, passing through Hi-Tex Solutions LLC's network except any controls expressly provided in this Agreement.

5.6. Feedback. Product suggestions, and feedback provided by you, may result in a change to the Services. Such change to the Services made by Hi-Tex Solutions, LLC shall be deemed to be the sole property of Hi-Tex Solutions, LLC.

6. CONFIDENTIALITY AND PRIVACY.

6.1. Confidential Information. "Confidential Information" is all confidential information disclosed by a party ("Disclosing Party") to the other party ("Receiving Party"), whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure. Your Confidential Information will include Your Data. Hi-Tex Solutions LLC's Confidential Information will include the Services (and any portion thereof), the terms and conditions of this Agreement and any Schedules, and all related Service order forms, as well as Hi-Tex Solutions LLC's business and marketing plans, technology and technical information, product plans and designs, and business processes disclosed by Hi-Tex Solutions LLC. Confidential Information will not include any information that (i) is or becomes generally known to the public without breach of any obligation owed to the Disclosing Party, (ii) was known to the Receiving Party prior to its disclosure by the Disclosing Party without breach of any obligation owed to the Disclosing Party, (iii) is received from a third party without breach of any obligation owed to the Disclosing Party, or (iv) was independently developed by the Receiving Party.

6.2. Protection of Confidential Information. Except as otherwise permitted by this Agreement or in writing by the Disclosing Party, (i) the Receiving Party will use the same degree of care that it uses to protect the confidentiality of its own confidential information of like kind (but in no event less than reasonable care) not to disclose or use any Confidential Information of the Disclosing Party for any purpose outside the scope of this Agreement, and (ii) the Receiving Party will limit access to Confidential Information of the Disclosing Party to those of its employees, contractors and agents who need such access for purposes consistent with this Agreement and who are bound by confidentiality obligations at least as protective of Disclosing Party and its Confidential Information as the provisions of this Agreement.

6.3. Use and Disclosure by Hi-Tex Solutions LLC. Notwithstanding the foregoing, Hi-Tex Solutions LLC

may use or disclose Your Data (a) as expressly permitted in writing by You, (b) as expressly provided in this Agreement, including (i) in accordance with the Privacy Policy (as if such Data were "Information" as defined under the Privacy Policy), and (ii) to access Your Data to provide the Services or prevent or address service or technical problems, or at Your request in connection with customer support matters. You expressly consent to the foregoing use and disclosure.

7. BETA OFFERINGS.

The SLA does not apply to any Beta Offerings. Notwithstanding anything else set forth in this Agreement, Hi-Tex Solutions LLC does not make any representations or warranties regarding any Beta Offering or the integrity of any data stored in connection with any Beta Offering. You are strongly discouraged from using any Beta Offering in connection with sensitive data. Hi-Tex Solutions LLC may, in its sole discretion, change or terminate any Beta Offering without notice and does not represent or warrant the result of any such action. Hi-Tex Solutions LLC may, at Hi-Tex Solutions LLC's sole discretion, convert any Beta Offering to a paid service upon notice to You. To avoid incurring increased charges following such a conversion, You must terminate (i) the individual converted service (if possible) by contacting Hi-Tex Solutions LLC as directed in the conversion notice, or (ii) if You subscribe to no other services under Your Account, the entire Account, pursuant to section 2 of this MSA.

8. LIMITED WARRANTY; LIMITATION ON LIABILITY; THIRD-PARTY SERVICES.

8.1. Limited Warranty; Limitation on Liability. Hi-Tex Solutions LLC provides the Services and any related products on an "as is" basis. You expressly agree that use of the Services is at Your sole risk. Hi-Tex Solutions LLC and the Hi-Tex Solutions LLC Parties expressly disclaim all warranties of any kind, whether express, implied, statutory, or otherwise, oral or written, including, but not limited to the implied warranties of merchantability, fitness for a particular purpose and non-infringement. You hereby agree that the terms of this Agreement, including any Schedule, will not be altered due to custom or usage or due to the parties' course of dealing or course of performance under this Agreement, including any Schedule. Hi-Tex Solutions LLC and Hi-Tex Solutions LLC Parties will not be liable for any indirect, incidental, special, punitive or consequential damages (including but not limited to damages for lost profits, business interruption, loss of programs or information, and the like) that result from the use or inability to use the Services or from mistakes, the Services not meeting Your requirements or expectations, omissions, hardware failures, translations and system wordings, functionality of filters, migration issues, interruptions, deletion of files or directories, unavailability of backups, errors, defects, delays in operation, or transmission, regardless of whether Hi-Tex Solutions LLC or any Hi-Tex Solutions LLC Party has been advised of such damages or their possibility. Hi-Tex Solutions LLC will not be liable for any harm that may be caused by Your access to application programming interfaces or the execution or transmission of malicious code or similar occurrences, including without limitation, disabling devices, drop dead devices, time bombs, trap doors, trojan horses, worms, viruses, and similar mechanisms. You agree that the total liability of Hi-Tex Solutions LLC and any Hi-Tex Solutions LLC Party and Your sole remedy for any claims regarding the Services under this Agreement, including any Schedule, or otherwise is limited to any applicable credits set forth in the Service Level Agreement.

8.2. Other Liability. Only Hi-Tex Solutions LLC is responsible for its warranties provide herein. None of the Hi-Tex Solutions LLC Parties (as such term is defined herein) is responsible to You for any warranty provided by Hi-Tex Solutions LLC.

8.3. Third-Party Services. Hi-Tex Solutions LLC may link to or offer Third-Party Services on Hi-Tex Solutions LLC's website or otherwise through the Services. Any purchase, enabling, or engagement of Third-Party Services, including but not limited to implementation, customization, consulting services, and any exchange of Data between You and any Third-Party Service, is solely between You and the applicable Third-Party Service provider and is subject to the terms and conditions of such Third-Party Provider. Hi-Tex Solutions LLC does not warrant, endorse, or support Third-Party Services and is not responsible or liable for such Third-Party Services or any losses or issues that result as Your use of such services. If You purchase, enable, or engage any Third-Party Service for use in connection with the Services, You acknowledge that Hi-Tex Solutions LLC may allow providers of those Third-Party Services to access Your Data used in connection with the Services as required for the interoperation of such Third-Party Services with the Services. You represent and warrant that Your use of any Third-Party Service signifies Your independent consent to the access and use

of Your Data by the Third-Party Service provider, and that such consent, use, and access is outside of Hi-Tex Solutions LLC's control. Hi-Tex Solutions LLC will not be responsible or liable for any disclosure, modification or deletion of Data resulting from any such access by Third-Party Service providers.

9. OWNERSHIP AND CONTROL.

9.1. No Transfer. Except for rights expressly granted in this Agreement, including any Schedules, Hi-Tex Solutions LLC does not transfer any intellectual or other property or proprietary right to You. All right, title, and interest in any Service provided to You, including without limitation any copyright, trade secret and vested or potential trademark and patent rights, is solely the property of Hi-Tex Solutions LLC and its vendors and licensors. As between You and Hi-Tex Solutions LLC, all materials distributed by Hi-Tex Solutions LLC in connection with the Services will at all times remain the property of Hi-Tex Solutions LLC, and upon the request of Hi-Tex Solutions LLC or upon termination of this Agreement or any Schedule, You will promptly return any and all such materials.

9.2. Control. Hi-Tex Solutions LLC will have sole and complete control over and reserves the right at any time to make changes to, the configuration, appearance, content and functionality of the Services. In addition, Hi-Tex Solutions LLC reserves the right, at any time, without prior notice, to the exercise of its sole discretion to suspend or terminate any Service for the protection of the security and integrity of the Services or other business, technical or financial considerations as determined by Hi-Tex Solutions LLC.

10. INTELLECTUAL PROPERTY PROTECTION.

Hi-Tex Solutions LLC will, at its own expense, defend or at its option settle, any claim brought against You by a third party on the issue of infringement of any copyright, patent, or trademark of that third party, in each case by the "Hi-Tex Solutions LLC Technology," as defined below in this Section 10; provided that You provide Hi-Tex Solutions LLC with (a) prompt written notice of such claim; (b) control over the defense and settlement of such claim; and (c) proper and full information and assistance to settle and/or defend any such claim. In the event of any claim for which Hi-Tex Solutions LLC may be obligated to defend or settle in accordance with this Section 10, Hi-Tex Solutions LLC may at its sole option and expense, either: (i) procure the right to use the Hi-Tex Solutions LLC Technology as provided herein, (ii) replace the Hi-Tex Solutions LLC Technology with other non-infringing products with equivalent functionality; (iii) suitably modify the Hi-Tex Solutions LLC Technology so that it does not infringe, or (iv) terminate this Agreement. Hi-Tex Solutions LLC assumes no liability for infringement claims arising from:

(1) any combination of the Hi-Tex Solutions LLC Technology with products or technology not provided by Hi-Tex Solutions LLC, if the infringement would not have occurred if the Hi-Tex Solutions LLC Technology had not been so combined;

(2) any modification of the Hi-Tex Solutions LLC Technology, in whole or in part, by anyone other than Hi-Tex Solutions LLC, if the infringement would not have occurred but for such modification;

(3) use by You of any Hi-Tex Solutions LLC Technology after Hi-Tex Solutions LLC notifies You that continued use may subject You to such claim of infringement, provided that Hi-Tex Solutions LLC provides You with a replacement release of the Hi-Tex Solutions LLC Technology; (4) any proprietary or intellectual property rights not expressly identified in this Section 10; or (5) any non-United States proprietary or intellectual property rights. "Hi-Tex Solutions LLC Technology" means the software of Hi-Tex Solutions LLC which is delivered to You in connection with Your use of the Services. This Section 10 sets forth the entire liability and obligations of Hi-Tex Solutions LLC, and Your exclusive remedy, with respect to any actual or alleged infringement of any intellectual property or proprietary right by the Services. The terms of this Section 10 are subject to the limitations of Section 8.

11. HARDWARE, EQUIPMENT, AND SOFTWARE.

There are Hardware and Software requirements that You need to have in place in order for Hi-Tex Solutions LLC to meet its Service obligations. These can be found at <https://www.hi-texsolutions.com/legal>. Hi-Tex Solutions LLC will update this list from time to time as certain technologies age and other technologies are released and tested by us. If You do not have all of these Minimum Standards in place before Your Agreement start date, Hi-Tex Solutions LLC will work with you on a plan to bring your Network up to these Minimum

Standards. Hi-Tex Solutions LLC understands that this may take some time depending on timing and budgets so best efforts will be utilized to support any items that do not currently meet the required Minimum Standards. However, if an item requiring support does not meet the Minimum Standards, Hi-Tex Solutions LLC may, in its sole and absolute discretion, charge You for any time incurred for supporting any hardware that does not meet the Minimum Standards.

Unless purchased from Hi-Tex Solutions LLC or one of its affiliates pursuant to a separate written agreement, You are responsible for and must provide all hardware, software, services and other components necessary to access and use the Services. Hi-Tex Solutions LLC makes no representations, warranties, or assurances that third party hardware, software, services, and other components will be compatible with any Service.

Hi-Tex Solutions LLC reserves the right to change or upgrade any equipment or software that it uses to provide the Services without notice to You. Hi-Tex Solutions LLC will install security patches, updates, upgrades, and service packs ("Updates") as it determines in its sole discretion, and if such Updates cause a disruption of Services, will roll back any such Updates that resulted in the disruption. Updates may change system behavior and functionality and as such may negatively affect the Services used by You. Hi-Tex Solutions LLC cannot foresee nor be responsible or liable for service disruption or changes in functionality or performance due to Updates. Hi-Tex Solutions LLC is not responsible or liable for issues that may arise from incompatibilities between Your Data and use of the Services and any Update or hardware or software change or configuration, regardless of whether discretionary or requested. Your sole remedy in such situation will be for Hi-Tex to roll back any Update which causes a disruption of the Services.

12. INDEMNIFICATION.

You agree to defend, indemnify, save, and hold Hi-Tex Solutions LLC and the Hi-Tex Solutions LLC Parties harmless from any and all demands, liabilities, losses, costs, and claims, including reasonable attorneys' fees, asserted against them that may arise or result from Your use of the Services, Your breach of this Agreement (or any Schedule), or Your negligence or willful misconduct.

13. MODIFICATION OF TERMS.

Hi-Tex Solutions LLC may update, amend, modify, or supplement the terms and conditions of this Agreement, including any Schedules, the SLA, AUP and Privacy Policy, from time to time by giving You notice. Such changes will take effect immediately. Any such modification may be made without the consent of any third-party beneficiaries of this Agreement. You can review the most current version of this Agreement at any time at: (<https://hi-texsolutions.com/wp-content/uploads/2024/02/MASTER-SERVICE-AGREEMENT-New-Format-Edited-2.26.2024.pdf>). Your continued use of Your Account or the Services after Hi-Tex Solutions LLC posts a new version of the Agreement will be conclusively deemed to be acceptance by You of any such new version.

14. MISCELLANEOUS.

14.1. Governing Law; Jurisdiction; Forum; Attorneys' Fees. This Agreement will be governed by and construed in accordance with the laws of the State of California without regard to its conflicts of laws or its principles. Any claim or suit arising out of or relating to this Agreement will be brought in any court of competent jurisdiction located in Comal County, Texas. In any action to enforce this Agreement, including, without limitation, any action by Hi-Tex Solutions LLC for the recovery of fees due hereunder, You agree to pay Hi-Tex Solutions LLC reasonable attorneys' fees and costs in connection with such action if Hi-Tex Solutions LLC prevails in such action. You agree to waive the right to trial by jury with respect to any proceeding related to or arising out of this Agreement.

14.2. Written Communications and Notice. You accept that communication from Hi-Tex Solutions LLC may be electronic. Hi-Tex Solutions LLC may contact You by e-mail or provide You with information by posting notices on Hi-Tex Solutions LLC's website or to Your Account. You agree to this electronic means of communication and You acknowledge that all contracts, notices, information, and other communications that

Hi-Tex Solutions LLC provides to You electronically are acceptable and effective as notice. Except as otherwise specified in this Agreement, all notices, permissions and approvals hereunder will be in writing and will be deemed to have been given (i) immediately upon personal delivery, (ii) the second (2nd) business day after mailing, (iii) the second (2nd) business day after sending by confirmed facsimile, or (iv) the first (1st) business day after sending by email or, if from Hi-Tex Solutions LLC to You, online posting. Notices to You may be addressed by Hi-Tex Solutions LLC to any e-mail address, postal address or facsimile number registered with Hi-Tex Solutions LLC, or through means of online posting through the Services. Notices to Hi-Tex Solutions LLC that are not expressly authorized by administrative control panel under this Agreement shall be mailed to Hi-Tex Solutions LLC.

14.3. Age and Capacity. You hereby represent and warrant that each User has reached the older of (i) the age of eighteen (18) and (ii) the age of majority in the User's jurisdiction, and that You are not subject to a limitation on Your ability to enter into this Agreement.

14.4. Severability. If any one or more of the provisions contained herein will, for any reason, be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability will not affect any of the other provisions of this Agreement, and this Agreement will be construed as if such provision(s) had never been contained herein, provided that such provision(s) will be curtailed, limited, or eliminated only to the extent necessary to remove the invalidity, illegality, or unenforceability.

14.5. Waiver. No waiver by either party of any breach by the other party of any of the provisions of this Agreement will be deemed a waiver of any preceding or succeeding breach of this Agreement. No such waiver will be effective unless it is in writing signed by the parties hereto, and then only to the extent expressly set forth in such writing.

14.6. Remedies. The rights and remedies of the parties hereunder shall not be mutually exclusive, i.e., the exercise of one (1) or more of the provisions hereof shall not preclude the exercise of any other provision hereof. The parties acknowledge, confirm, and agree that damages may be inadequate for a breach or a threatened breach of this Agreement and, in the event of a breach or threatened breach of any provision hereof, the respective rights and obligations hereunder shall be enforceable by specific performance, injunction or other equitable remedy. Nothing contained in this Agreement shall limit or affect any rights at law or statute or otherwise for a breach or threatened breach of any provision hereof, it being the intent of this provision to clarify that the respective rights and obligations of the parties shall be enforceable in equity as well as at law or otherwise.

14.7. No Assignment. No benefit or duty of You under this Agreement will, without the consent of Hi-Tex Solutions LLC, be subject in any manner to anticipation, alienation, sale, transfer, assignment, pledge, encumbrance or charge, and any attempt to do so will be void. Hi-Tex Solutions LLC may assign this Agreement without Your consent and without notice.

14.8. Fair Interpretation, Headings. This Agreement has been negotiated by the parties and their respective counsel. This Agreement will be interpreted fairly in accordance with its terms and without any strict construction in favor of or against either party based on draftsmanship of the Agreement or otherwise. The headings and captions used in this Agreement are used for convenience only and are not to be considered in construing or interpreting this Agreement.

14.9. Force Majeure. Except for monetary obligations, neither party shall be liable to the other for failure or delay in the performance of a required obligation hereunder if such inability or delay is caused by reason of Force Majeure Event. "Force Majeure Event" is any cause beyond a party's reasonable control or anticipation, including, without limitation, acts of war, acts of god, terrorism, earthquake, hurricanes, flood, fire or other casualty, embargo, riot, sabotage, labor shortage or dispute, governmental act, insurrections, epidemics, quarantines, inability to procure materials or transportation facilities, failure of power, restrictive governmental laws or regulations, condemnation, acts of third parties, failure of the Internet or other reason that is beyond a party's reasonable control or anticipation.

14.10. Survival. The preamble, "Definitions" and Sections 2, 3, 4, 5, 6, 8, 9, 10, 12, 13 and 14 of this MSA will survive termination.

14.11. Independent Parties. Notwithstanding anything to the contrary herein, it is acknowledged, confirmed, and agreed that You shall be, and shall be deemed to be, an independent entity for all intents and purposes, including, without limitation, federal taxation. You shall pay all expenses in connection with performing Your obligations hereunder and shall not incur any indebtedness on behalf of Hi-Tex Solutions LLC in connection with such expenses. Neither party shall have or hold itself out as having any right, authority nor agency to act on behalf of the other party in any capacity or in any manner, except as be specifically authorized in this Agreement.

14.12. Entire Agreement; Third Party Beneficiaries. This Agreement, including any Schedules, constitutes the entire agreement for provision of the Services to You and supersedes all other prior agreements and understandings, both written and oral, between You and Hi-Tex Solutions LLC with respect to the Services. You understand and agree that (a) Hi-Tex Solutions LLC and You may include, as the sole third party beneficiaries of this Agreement, the Hi-Tex Solutions LLC Parties, and (b) in the event of any breach of this Agreement, including any Schedule, such Hi-Tex Solutions LLC Parties shall have all rights and remedies available to them as if they were parties to this Agreement, including claiming the benefit of Section 8 of this MSA.

14.13. Counterparts. This Agreement may be executed in one or more counterparts, each of which will be deemed an original, but which collectively will constitute one and the same instrument.