

# MASTER SERVICES AGREEMENT



This "Master Services Agreement ("MSA", or this "Agreement") shall govern and control the relationship between Mazzanti, Inc., doing business as eMazzanti Technologies ("eMazzanti") and you, (the "Client") with regard to the non-exclusive supply of technology services, consulting services, third party software and services, equipment and supplies provided by eMazzanti to Client ("Client Services"). eMazzanti and Client are sometimes hereinafter referred to in the singular as "Party" and collectively as the "Parties". Please read this MSA carefully. Return of a completed and signed copy of this MSA to eMazzanti. The submission by a Client of a completed and signed MSA shall constitute acceptance of the terms and conditions of this MSA.

**SIGNATURES UPON ACCEPTANCE OF MSA**

In Witness Whereof, the undersigned have executed this Agreement on the date(s) set forth below, effective upon the last signature hereto as of the date signed by eMazzanti (the "effective date").

Client:	Mazzanti, Inc. d/b/a eMazzanti Technologies
Signature: _____	Signature: _____
Print Name: _____	Print Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

**CLIENT COMPANY INFORMATION**

COMPANY NAME: \_\_\_\_\_ COMPANY EIN: \_\_\_\_\_  
(legal entity)

COMPANY ADDRESS: \_\_\_\_\_

AFFILIATED ENTITIES: \_\_\_\_\_

**CLIENT TECHNICAL CONTACT**

NAME: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

**CLIENT BILLING CONTACT**

NAME: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

**eMAZZANTI ACCOUNT REPRESENTATIVE**

NAME: \_\_\_\_\_

EMAIL ADDRESS: sales@emazzanti.net

TELEPHONE: 844-360-4400

## TERMS OF SERVICE

- 1. INDEPENDENT CONTRACTOR.** eMazzanti is an independent Contractor and eMazzanti is not employed by Client. eMazzanti is hereby contracting with Client for the Client Services that may be described herein or in the Addendums attached hereto (the "Client Services"). eMazzanti reserves the right to determine the method, manner, and means by which Client Services will be performed. eMazzanti is not required to perform Client Services during a fixed hourly or daily time, unless specified in an Addendum. eMazzanti shall not be required to devote full time to the performance of Client Services, and it is acknowledged that eMazzanti has other clients and offers services to the general public. The order or sequence in which the work is to be performed shall be under the control of eMazzanti.
- 2. NON-SOLICITATION OF EMPLOYEES.** During the Term of this MSA and for a period of eighteen months thereafter, Client agrees not to solicit, recruit, or employ any employee of eMazzanti directly or through a subordinate or affiliated entity, without the prior written consent of eMazzanti. If Client violates this restriction, Client shall be liable to eMazzanti for a fee equal to: (i) 50% of the employee's first year's compensation as Client's employee; and (ii) Six months of the employee's billings prior to separation from eMazzanti, as and for liquidated damages. Client agrees that such fees are fair and appropriate compensation to eMazzanti for the cost to recruit and train a new employee.

### **3. WARRANTIES, LIMITATION OF LIABILITY.**

EMAZZANTI MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO ANY CLIENT SERVICES PURSUANT HERETO, COMPUTER HARDWARE OR SOFTWARE OF ANY KIND, EMAZZANTI PROMOTIONAL MATERIALS, OR ITS WEBSITE, INCLUDING BUT NOT LIMITED TO WARRANTIES OF QUALITY, PERFORMANCE, MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE, CONFORMITY TO ANY REPRESENTATION OR DESCRIPTION, OR NON-INFRINGEMENT.

EMAZZANTI SHALL NOT BE RESPONSIBLE FOR ANY (A) SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF PROFITS, ARISING FROM OR RELATED TO A BREACH OF THIS MSA AND OTHER, ASSOCIATED AGREEMENTS INCLUDING SUCH DAMAGES, WITHOUT LIMITATION, AS ARISING FROM A LOSS OF DATA OR PROGRAMMING, LOSS OF REVENUE OR PROFITS, DAMAGE TO EQUIPMENT, AND CLAIMS AGAINST CLIENT BY ANY THIRD PARTY EVEN IF EMAZZANTI HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES; (B) DAMAGES (REGARDLESS OF THEIR NATURE) FOR ANY DELAY OR FAILURE TO PERFORM ITS OBLIGATIONS UNDER THIS MSA DUE TO ANY CAUSE BEYOND EMAZZANTI'S REASONABLE CONTROL; OR (C) CLAIMS MADE A SUBJECT OF A LEGAL PROCEEDING AGAINST EMAZZANTI MORE THAN ONE YEAR AFTER ANY SUCH CAUSE OF ACTION FIRST AROSE.

NOTWITHSTANDING ANY OTHER PROVISION OF THIS MSA, EMAZZANTI'S LIABILITIES UNDER THIS MSA, WHETHER UNDER CONTRACT LAW, TORT LAW, WARRANTY OR OTHERWISE SHALL BE LIMITED TO DIRECT DAMAGES NOT TO EXCEED THE FEES ACTUALLY RECEIVED BY EMAZZANTI PURSUANT TO THIS MSA FOR THE THREE MONTH PERIOD PRIOR TO THE FILING OF ANY CLAIM.

EMAZZANTI PROVIDES NO FURTHER OR ADDITIONAL WARRANTY TO ANY THIRD-PARTY LICENSED SOFTWARE OR EQUIPMENT SUPPLIED TO CLIENT AS PART OF CLIENT SERVICES.

EMAZZANTI WILL NOT BE LIABLE FOR ANY ERRORS OR DEFECTS IN ANY THIRD PARTY SOFTWARE OR HARDWARE OR THIRD PARTY PRODUCT OR FOR ANY NON-PERFORMANCE THEREOF. ANY CLAIM BASED ON, RELATED TO, OR ARISING OUT OF THE USE OF ANY THIRD PARTY SOFTWARE OR THIRD PARTY EQUIPMENT OR PRODUCT WILL BE GOVERNED EXCLUSIVELY BY THE TERMS OF CLIENT'S AGREEMENT WITH THAT THIRD PARTY.

EMAZZANTI'S WARRANTIES WILL BE VOID IF CLIENT OR ANY THIRD PARTY AUTHORIZED BY CLIENT USES AND/OR MODIFIES THE CLIENT SERVICES, INCLUDING SOFTWARE, HARDWARE, MODIFICATIONS OR DELIVERABLES, IN ANY MANNER OTHER THAN AS AUTHORIZED BY EMAZZANTI.

- 4. OWNERSHIP OF DATA.** Any of Client's data being stored on eMazzanti equipment, and at any offsite remote storage facility, remains the sole property of Client. If Client chooses to terminate this MSA, eMazzanti will assist Client in the orderly termination of Client Services as set forth in the Transition Section of this MSA. Client agrees to pay eMazzanti the costs of rendering such assistance in accordance with the then current hourly rate schedule on the eMazzanti website.
- 5. DATA INTEGRITY.** Client shall be responsible for the integrity, and security, of Client's data. Daily backups, frequent verification of the validity of the backups and the restoration process are also the responsibility of Client. eMazzanti shall undertake to preserve and protect Client's data while performing Client Services; however eMazzanti shall not be liable for the loss of data, or a breach of its integrity as the result of any Client Services.
- 6. OWNERSHIP OF EQUIPMENT.** Client agrees that any equipment that is: (i) loaned to Client by eMazzanti; or (ii) rented to Client by eMazzanti, whether or not pursuant to a rental agreement that contains an option to purchase, shall remain the property of eMazzanti, and must be returned to eMazzanti upon the earlier of the termination of this MSA or the demand of eMazzanti. Client shall not grant any security interest in this equipment to any third party or otherwise exercise any indication of legal ownership of the equipment. Client

further agrees to cease the use of and return immediately any equipment that remains the property of eMazzanti upon termination of this MSA by expiration or default. If termination or cancellation of any rental or lease falls outside of the existing term, Client shall be responsible for the remainder, in full, of said term. If the equipment is stolen, lost, damaged, destroyed, decommissioned or otherwise not returned to eMazzanti for any reason, Client shall be responsible to pay eMazzanti for replacing the equipment with equipment with the same capabilities or better.

- 7. **DEPOSITS.** Any deposits required for individual Client Services will be set forth on an Addendum or Scope of Work. Upon termination of this MSA and any Addendum or Scope of Work, deposits may be returned to Client after deducting any outstanding unpaid fees, including but not limited to any applicable early termination fees. Any deposit shall not be used as payment.
- 8. **HOURS OF SERVICE.** Except as may be specifically set forth in an Addendum, compensation for Client Services shall be billed at "Regular Consulting Rates", which are deemed to be Client Services performed during any time between the hours of 8:00 AM to 5:00 PM EST/EDST Monday through Friday, excluding the following United States holidays "Regular Consulting Hours"):

New Year's Day	Labor Day
Memorial Day	Thanksgiving
July Fourth (observed)	Christmas Day

Regular Consulting Rates (payable in U.S. Dollars) shall be provided by employees of eMazzanti as follows:

RESOURCE	STANDARD RATE
Vice President	\$250/hr.
Network Architect	\$225/hr.
Senior Consultant	\$200/hr.
Project Manager	\$185/hr.
Network Engineer	\$150/hr.

- 9. **EXTENDED CONSULTING HOURS.** Extended Consulting Hours consist of any hours outside of the period defined as Regular Consulting Hours. This includes weekends, the period 5:00 PM to 8:00 AM EST/EDST during weekdays, and all holidays. In the event that Client Services are performed by eMazzanti at Client's request, Client shall be liable for an increased hourly rate for Client Services performed during that period. Hourly rates for services performed weekdays from 5:00 PM to 8:00 AM shall be billed at a rate of 150% of the standard hourly rate, and hourly rates for Client Services performed at any time on any weekend or holiday shall be billed at a rate of 200% of the standard hourly rate.
- 10. **TRAVEL AND EXPENSES.** Reimbursement for fees from Client would include expenses incurred as outlined in an Addendum or Scope of Work, plus a 12% processing and handling fee. Travel time to and from Client sites are billed at 50% of standard rates. All travel by train or air will be via coach class. Mileage to and from Client site will be reimbursed at the prevailing IRS rate for mileage. Ground transportation by rental car, taxicab or car service usage is permitted provided it is the most economical form of transportation. When an overnight stay is required to efficiently provide Client Services at Client locations, Client will reimburse eMazzanti based on standard hotel rates. Expenses which shall be eligible for reimbursement to eMazzanti are any employee overhead expenses, cell phone expenses, photocopies, or faxes. If overnight shipping is required to facilitate the Client Services, overnight shipping costs will be paid by Client. Any and all Federal, State and Local taxes applicable to the Client Services shall be added to each invoice to be submitted and shall be the responsibility of Client.
- 11. **SUPPORT.** All requests for technical assistance related to the Client Services ("Support Requests") shall be made through the online support form located at <http://www.emazzanti.net>, the technical support phone line (201) 360.4400 option 2 or via email to [support@emazzanti.net](mailto:support@emazzanti.net) in order to assure that Support Requests are handled promptly. All Support Requests shall be billed as specified on any Addendum; if no rates are specified, the rates will be at the rates described in Section 9. eMazzanti shall use reasonable efforts to respond to Support Requests.

CALLS MADE DIRECTLY TO EMAZZANTI EMPLOYEES ARE CONSIDERED OUTSIDE OF THE SUPPORT PROCEDURE. ATTEMPTING TO CONTACT EMPLOYEES DIRECTLY MAY RESULT IN SERVICE DELAYS. IF CLIENT FAILS TO DESIGNATE A CLIENT CONTACT, THEN CLIENT SHALL BE RESPONSIBLE FOR ANY CLIENT SERVICES REQUESTS GENERATED BY CLIENT'S EMPLOYEES.

- 12. **ESCALATION AND RESOLUTION.** Client shall designate a contact for the resolution of all technical support issues (the "Client Technical Contact"). The Client Technical Contact shall be eMazzanti's sole point of communication with Client for the resolution of technical support issues. The Client Technical Contact must have electronic mail addresses accessible from the Internet to facilitate communications between Client and eMazzanti technical and administrative personnel. Client represents that the Client Technical Contact shall have the authority to contractually bind Client with respect to resolving technical support issues with regard to this MSA and any Addendum(s) or Scope of Work(s). eMazzanti and Client shall each designate an account manager for the purpose of administration of this MSA (the "eMazzanti Contract Contact" and the "Client Contract Contact", respectively).

In the event that either Party determines that resolution of the dispute regarding any matter regarding the Client Services that may have a material impact upon the delivery or completion of the Client Services, the following procedure shall be utilized by the parties to address the resolution of the issue(s):

When a conflict arises, the Parties will, first, strive to resolve the problem internally on an informal basis. If the person immediately involved cannot resolve the conflict within 24 hours, the Client Contract Contact and the eMazzanti Contract Contact will meet (in person or via electronic visual media), to resolve the issue.

- A. If, after one (1) business day, the issue remains unresolved, either Party may insist the issue be raised to the eMazzanti Consultant's next level manager, and his/her Client counterpart.
- B. If the issue remains unresolved for thirty (30) days, either Party may elect to terminate this MSA in accordance with the terms hereof. Upon termination, Client shall immediately pay all unpaid outstanding invoices and fees, including, but not limited to, the payment of any early termination fees.

**13. EQUIPMENT & FACILITIES.** eMazzanti may utilize certain items of Client's equipment and may need to gain access to certain Client facilities. Client retains title and ownership to all of the equipment owned by Client, and shall grant access for eMazzanti to access Client's facility and equipment. Facility access may be denied for any reason at any time, however if access to facilities or equipment is denied, Client acknowledges that eMazzanti may be unable to perform Client Services adequately and, if such a situation should exist, eMazzanti is hereby indemnified and held harmless from any loss, cost or expense that Client may incur as a result of inadequate access to Client's facilities.

**14. TERM OF AGREEMENT.** This MSA shall commence on the effective date set forth above and will remain in force for a minimum period of three (3) years (the "Initial Term"), unless terminated in accordance with the terms hereinafter set forth or on any Addendum or Scope of Work attached hereto or subsequently agreed to in writing by the Parties. This MSA may be supplemented by successive Addendum(s) or Scope of Work(s), and such Addendum(s) or Scope of Work(s), once initialed or executed, or, in the event that the Client accepts and utilizes the Client Services, shall be incorporated herein by reference in their entirety. The Initial Term shall automatically renew for subsequent one (1) year periods unless Client gives written notice to eMazzanti of its intent not to renew this Agreement at least ninety (90) days prior to the end of the Initial Term or subsequent extensions thereof. Notwithstanding the foregoing, termination of this MSA shall not cause the termination of any Addendum(s) or Scope of Work(s) then in progress unless also terminated in accordance with the terms of any such Addendum(s) or Scope of Work(s), in which case this MSA shall continue in existence until the termination of such Addendum(s) or Scope of Work(s).

**15. EARLY TERMINATION.** Client recognizes that in order to provide the Client Services, eMazzanti incurs substantial set-up costs. In the event that Client terminates this Agreement, for any reason, before the conclusion of the Initial Term or subsequent extensions, Client agrees to pay an early termination fee as liquidated damages equal to 100% of the remaining fees that would have been due to eMazzanti had the Client not terminated the Agreement (including any Addendum(s) or Scope of Work(s)).

**16. INDEMNIFICATION REGARDING THIRD PARTY CLAIMS.** Each of eMazzanti and Client agree to defend, indemnify and hold the other harmless for any third party loss, cost, claim or damage (including reasonable attorney's fees) that the Party seeking indemnification incurs which arises out of the gross negligent or intentional act, infringement of license, trademarks, copyrights, logos, sourcing of hardware or software of the indemnifying Party in performing their respective obligations under this MSA. The Party seeking indemnification (the "Indemnified Party") shall notify the other Party (the "Indemnifying Party") promptly of any legal claim, demand, right or cause of action asserted, instituted or threatened against the Indemnified Party (a "Claim") for which the Indemnified Party is seeking indemnification pursuant to this Section 16. The Indemnifying Party may thereafter assume control of the defense against such Claim, but neither the Indemnifying Party nor the Indemnified Party may settle such Claim or consent to any judgment with respect thereto without the consent of the other Party (which consent may not be unreasonably withheld). The Indemnified Party hereby agrees to provide the Indemnifying Party with a reasonable amount of assistance in connection with defending or settling any such Claim.

**17. FORCE MAJEURE.** Neither Client nor eMazzanti shall be deemed in default of this MSA to the extent that performance of its obligations or attempts to cure any breach are delayed, restricted or prevented by reason of any act of God, fire, natural disaster, act of government, strikes or labor disputes, inability to provide raw materials, power or supplies, or any other act or condition beyond the reasonable control of the parties; provided that the Party so affected uses reasonable efforts to avoid or remove the causes of nonperformance and continues performance immediately after those causes are removed.

**18. OTHER OBLIGATIONS.**

- A. Client will: (i) respond to requests from eMazzanti on a timely basis; (ii) have at least one Client Contract Contact available during regular business hours and authorized to approve any change or amendment to Client Services and to approve any disputes related to the Client Services and provide other information and assistance to eMazzanti; (iii) provide eMazzanti with timely and accurate information and documentation; (iv) make available to eMazzanti other Client personnel familiar with the Client's requirements and with the expertise to permit eMazzanti to undertake and complete its obligations; (v) maintain a proper operating environment for the Client Services; (vi) provide a safe area for eMazzanti to perform any Client Services required to be performed on the Client's site; (vii) provide for all power, environmental requirements, supplies, cabling, communications facilities, and all other equipment and facilities required.

**B.** Each Party will comply with all laws applicable to the performance of its obligations hereunder and to the Client Services, including laws relating to the import or export of software or technical data related thereto, including U.S. Export Administration Regulations and U.S. International Traffic in Arms Regulations, and anti-corruption laws and equivalent statutory obligations under the law of other jurisdictions where goods and services are to be supplied or used under this MSA.

**C.** Client represents that it has and will maintain or will acquire sufficient quantities of fully valid licenses (e.g., software licenses, client access licenses, subscription agreements for cloud-based software and/or service plans) for all third party software to fully support its requisite number of users thereof under this MSA and/or the third party software licensor. Client further represents and warrants that Client will not (i) infringe on any third party's copyright, patent, trademark, trade secret or other proprietary rights; or (ii) violate any applicable USA law, statute, ordinance or regulation.

**19. CLIENT SERVICES IN FOREIGN JURISDICTIONS.** In the event that Client shall request that eMazzanti provide Client Services in any jurisdiction besides the United States & Canada, eMazzanti may supply Client Services in the foreign jurisdiction in accordance with this MSA, but only to the extent that the terms and conditions of this MSA do not conflict with any statute, rule, regulation, code or ordinance of such foreign jurisdiction. eMazzanti may, for any reason, refuse to supply the Client Services in any location outside of the territorial boundaries of the United States & Canada.

**20. NON-PAYMENT.** Should Client fail to make payments in a timely manner, eMazzanti reserves the right to terminate or suspend providing Client Services until such time as eMazzanti receives the required payment in full. However, eMazzanti may choose to continue providing Client Services, in eMazzanti's sole and reasonable discretion, but Client shall pay a fee equal to: (i) a late charge of U.S. \$150.00 for each overdue invoice; and (ii) 1.5%, applied monthly, for any overdue invoice. In the event that eMazzanti is obliged to retain the services of legal counsel or a collection agency to effectuate the collection of any sums that may be due hereunder for the Client Services, Client, in addition to any other sums that are due hereunder, shall pay such reasonable attorney fees and costs of collection. Acceptance of Client Services after notice that Client has failed to timely pay invoice shall constitute clients consent to the foregoing terms.

**21. TRANSITION.** Within thirty (30) days after the effective date of any termination of this MSA, eMazzanti may, at its discretion cooperate to transition and migrate the technology environment created, serviced and monitored by eMazzanti to a new service provider to be designated by Client. eMazzanti and Client shall, as part of the migration to a new service provider perform the following, if applicable and as the case may be (the "Transition Services"):

- A.** Client shall advise eMazzanti of the name and complete contact information for the new vendor designated by Client to provide technology services to Client (the "New Vendor").
- B.** eMazzanti shall transfer to Client, all licenses purchased and paid for in full by Client for software installed in Client's technology environment purchased through eMazzanti; and
- C.** If applicable, eMazzanti may assist Client with the termination of the automatic transmission of Client's computer data to the off-site storage facility selected by Client and may request confirmation from the offsite storage provider that any Client data stored by the provider is to be erased and no longer available for retrieval; and
- D.** eMazzanti shall remove all agents installed by eMazzanti in Client's technology environment at client's expense; and
- E.** Upon the full payment of open invoices, eMazzanti shall provide any and all passwords in the possession of eMazzanti to the Client's technology; and
- F.** Client shall surrender any rental or loaned equipment provided to Client by eMazzanti; eMazzanti shall retain a security interest in and to any equipment that has not been paid for by Client. eMazzanti shall be able to retrieve said equipment from the Client by any legal means possible.
- G.** Client shall pay to eMazzanti, at the hourly rates currently in effect, for all Transition Services required to be performed by eMazzanti to effectuate the smooth and cooperative transition to the New Vendor. The Transition Services shall be billed on a weekly basis and, payment shall be made to eMazzanti within fifteen (15) days after receipt for Transition Services.
- H.** eMazzanti shall be deemed a user of the technology environment of Client created by new vendor and shall be accorded any access or other privileges to enable the eMazzanti and eMazzanti's consultants and employees to perform the Transition Services.

**22. ABILITY TO DISPUTE INVOICES.** Client waives the right to dispute the validity or amount due for any invoice unless specified in writing to eMazzanti, setting forth the specific amount(s) to which Client objects, within forty-five (45) days from the submission of such invoice.

**23. ADDITIONAL SERVICES.** Services requested by Client and performed by eMazzanti that fall outside of the terms and conditions of this MSA and not covered by a separate Addendum or Scope of Work will be billed separately on a time and materials basis, or such

funds may be taken from any unused deposit or advance payment for Client Services. Any changes to the network environment not made in consultation with eMazzanti may result in a change in any previously agreed upon fee structure.

- 24. CONFIDENTIALITY.** eMazzanti acknowledges that it will receive access to facilities, personnel, information and records of (and of third parties which Client is obligated to treat as confidential), and that information it will acquire through such access and results and concepts it develops for Client will be considered confidential and proprietary to Client. All information eMazzanti receives from Client, whether it be by direct or indirect communication or observation, or information developed by working independently or jointly with, (hereinafter collectively referred to as the "Information") shall be treated and regarded as confidential, proprietary and trade secret information which is the sole and exclusive property of Client. Except for such Information which, prior or subsequent to disclosure, is published, known publicly, or is otherwise disclosed to the public through no fault of eMazzanti, eMazzanti shall keep the Information strictly confidential, shall not divulge or communicate the Information to any third party, and shall not use, employ or exploit the Information in any manner without Client's express written consent. Additionally, each of eMazzanti and Client shall hold in trust for the other, and shall not disclose to any non-Party to this MSA, any "IP Information" of the other. IP Information is data, information, processes, information or other such material which relates to research, development, trade secrets, or business affairs, but does not include information which is generally known or easily ascertainable by nonparties of ordinary skill in computer design, programming, networking, information technology, or the specific business interests of either eMazzanti or Client. Any IP information developed by eMazzanti with respect to Client Services shall remain the sole property of eMazzanti. If the parties have previously entered into any confidentiality or non-disclosure agreements between them, all such agreements are hereby amended to add thereto the provisions of Section 30 of this Agreement, which shall supersede any provisions covering the same subject matter.
- 25. MARKETING.** eMazzanti may use Client's name in describing or promoting eMazzanti's Services on eMazzanti's Website and in its marketing materials or other documents listing eMazzanti's qualifications, experience and companies for which eMazzanti has provided professional services. Client also acknowledges its willingness to discuss its participation in case studies with eMazzanti on eMazzanti's request. Client will receive and approve the final version of any and all such materials prior to public release.
- 26. RETURN OF RECORDS AND INFORMATION.** Except as may be reasonably required for statutory or regulatory recording and reporting purposes (the "Retained Material"), eMazzanti shall promptly return to Client all records, memoranda, drawings, blueprints, manuals, letters, notes, notebooks, reports, computer disks, computer files, databases and other materials containing information related to Client and the Client Services (the "Client Information") from the computers and/or servers of eMazzanti. Upon request, and at Client's expense, eMazzanti shall also return, along with Client Information, complete and accurate copies of the Retained Material. The Retained Material and the copies of Client Information shall be transmitted and delivered to Client in a form and format that is readily recognizable by Client.
- 27. MINIMUM STANDARDS:** Client shall implement any additional requirements that are specific to Client's network environment, which may be proscribed by eMazzanti. Client Services required to bring Client's environment up to these Minimum Standards are not included in this MSA.

**28. NOTICES.**

(i) Notices to eMazzanti should be sent to:

eMazzanti Technologies  
701 Grand Street, Ground Floor  
Hoboken, NJ 07030  
Email: [operations@eMazzanti.net](mailto:operations@eMazzanti.net)

(ii) Notices to Client should be sent to:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Email: \_\_\_\_\_

Notices hereunder will be effective when received and will be sufficient if given in writing, hand-delivered, sent by telefax or email with confirmation of receipt, sent by first class mail, return receipt requested and postage prepaid, or sent by nationally recognized overnight courier service and addressed to the signatories below at the addresses set forth above.

- 29. CONTRACT CONSTRUCTION.** In the event of a conflict in the provisions of any attachments hereto, or any Addendum(s) or Scope of Work(s), and the provisions set forth in this MSA, the provisions of such attachments, or any Addendum(s) or Scope of Work(s), shall govern. If any provision of this Agreement is deemed illegal, the invalidity of such provision will not affect any of the remaining provisions, and this Agreement will be construed as if the illegal provision is not contained in the Agreement. This Agreement will be deemed modified to the extent necessary to render enforceable the provisions hereunder. The parties agree that the headings of each paragraph of this MSA are for convenience alone and will not affect the construction of the paragraph.
- 30. LAW AND FORUM.** This Agreement, its enforcement and the relationship between eMazzanti and Client and any dispute, controversy, proceedings or claim of whatever nature (including any non-contractual disputes or claims) arising under, out of or in any way relating to this Agreement or its formation and the transactions contemplated thereby, shall be governed by and construed in accordance with the laws of the State of New Jersey, without regard to conflict or choice of law rules, provisions or principles, and the laws of the United States to the extent applicable, and shall be settled by binding arbitration in the State of New Jersey. The arbitration shall be conducted on a confidential basis pursuant to the Commercial Arbitration Rules of the American Arbitration Association. Such rules are incorporated herein and made a part of this Agreement by reference. English shall be the language for any arbitration. Any decision or award as a result of any such arbitration proceeding shall be in writing and shall provide an explanation for all conclusions of law and fact and shall include the assessment of costs, expenses, and reasonable attorneys' fees. Any such arbitration shall be

conducted by an arbitrator experienced in the technology sector and shall include a written record of the arbitration hearing. The parties reserve the right to object to any individual who shall be employed by or affiliated with a competing organization or entity. An award of arbitration may be confirmed in a court of competent jurisdiction. Either Party's breach of its obligations hereunder may irreparably injure the other Party and not adequately be compensated by monetary damages. Accordingly, each Party, without posting bond, may seek injunctive relief from the breach or threatened breach of such provisions, in addition to and not in limitation of any other remedies. If and to the extent that the Parties do not resolve any dispute or any issue in the course of arbitration in accordance with this Section 30, each Party irrevocably submits to the exclusive jurisdiction of the New Jersey state and federal courts, waives any objection to the personal jurisdiction and venue of the state and federal courts therein, and waives the right to trial by jury in any action related to the foregoing.

- 31. MODIFICATIONS, ATTACHMENTS AND AFFILIATES.** It is intended that Addendum(s) or Scopes of Work(s) will be added to this MSA from time to time. Such Addendum(s) and Scope of Work(s) shall be incorporated into this MSA as if expressly stated herein. eMazzanti reserves the right to modify this MSA at any time by updating this MSA on the eMazzanti website. By accepting or requesting services from eMazzanti thirty (30) days after the change in MSA terms are posted, Client is deemed to consent to this MSA as modified on the eMazzanti website. Client may view the most up to date MSA at: <http://www.emazzanti.net/terms>. Client may only modify this MSA in a writing signed by both parties and such modification shall only be effective for the dates outlined therein. This MSA shall apply to, and bind, Client and any of its "Affiliate(s)", which term means, with respect to an entity, any entity that controls, is controlled by, or is under common control with, that entity, where "control" means the possession, directly or indirectly, of the power to direct the management and policies of an entity, whether through the ownership of voting securities, contract or otherwise. For the avoidance of doubt, Client may extend the use and benefit of any Client Services to any of its Affiliates (e.g., authorize its Affiliates to access and benefit from the Client Services without entering into a separate Addendum or Scope of Work; provided that eMazzanti will have no obligation to provide any Client Services directly to that Affiliate and further provided that Client and its Affiliates are solely responsible for securing any applicable licenses necessary to use any third party software necessary to enable eMazzanti to perform the Client Services.
- 32. CLIENT SERVICES IN FOREIGN JURISDICTIONS.** eMazzanti reserves the right to modify and supplement the terms of this MSA in the event that any of the Client Services are to be performed at a location outside of the continental limits of the United States & Canada, and refuse to provide Client Services contemplated by this MSA at any location outside of the continental limits of the United States & Canada.
- 33. COMPLETE AGREEMENT.** This MSA and its related Addenda contain the entire agreement between the parties hereto with respect to the matters covered herein. No other agreements, representations, warranties, or other matters, oral or written, purportedly agreed to or represented by or on behalf of eMazzanti by any of its employees or agents, or contained in any sales material or brochures, shall be deemed to bind the parties hereto with respect to the subject matter hereof. Client acknowledges that it is entering into this MSA solely on the basis of the representations contained herein, and that the provisions of this MSA shall inure to the benefit of any successors or permitted assigns. The captions used herein are inserted for convenience only and are not intended to affect the meaning or interpretation of this Agreement.
- 34. NO ASSIGNMENT OR THIRD PARTY RIGHTS.** The terms and conditions of this Agreement are only for the benefit of eMazzanti and Client, and are not intended to benefit or be enforceable by any third party (including any of Client's Affiliates). Client may not transfer or assign its rights, duties, or obligations under this Agreement, directly or indirectly, by operation of law or otherwise without the advance written consent of eMazzanti.
- 35. WAIVER.** No consent or waiver, express or implied, by either Client or eMazzanti, or of any breach or default by either Party in the performance by any Party of its respective obligations hereunder shall be deemed or construed to be a consent to or waiver of any other breach or default in the performance by such Party of the same or any other obligation of such Party hereunder. Failure on the part of a Party to complain of any act or failure to act of any other Party to declare such other Party in default (except for the obligation of the Client to dispute any invoice within forty-five (45) days after submission), irrespective of how long such failure continues, shall not constitute a waiver by such Party of its rights hereunder.
- 36. ENGLISH LANGUAGE.** It is the express wish of the parties that this Agreement and all related documents, including notices and other communications, be drawn up in the English language only. *Il est la volonté expresse des parties que cette convention et tous les documents s'y rattachant, y compris les avis et les autres communications, soient rédigés et signés en anglais seulement.*
- 37. COUNTERPARTS.** This MSA may be executed via facsimile and in counterparts, each of which shall be deemed an original and all of which, when taken together, shall constitute a single instrument.
- 38.** The persons signing this Agreement are duly authorized to execute and deliver this Agreement on their behalf, and each individual signing this Agreement on behalf of a body corporate or other legal entity represents and warrants that he or she is authorized to sign this Agreement on its behalf.

**END OF DOCUMENT**