



## STANDARD SUPPORT AGREEMENT

This Standard Support Agreement ("Agreement") represents a binding legal contract between you, either as an individual or an entity ("You"), and Abblix Limited Liability Partnership ("Licensor"). This Agreement outlines the terms for developer support associated with the source code, libraries, online or electronic documentation of the OIDC Server, along with any other materials that were previously licensed to You under the OIDC Server License Agreement

### 1. Definitions

- 1.1. "Software" refers to the "OIDC Server" software, including any accompanying materials, updates, and extensions, the copyright of which belongs to Abblix Limited Liability Partnership.
- 1.2. "System" refers to an operating system, virtual machine, or equipment, including a server, on which the Software is installed and/or used.
- 1.3. "User" or "You" refers to a natural or legal person who installs and/or uses the Software on their behalf or legally owns a copy of the Software. If the Software was downloaded or acquired on behalf of a legal entity, the term "User" or "You" refers to the legal entity for which the Software was downloaded or acquired, and is accepting this Agreement through an authorized representative.
- 1.4. "Partners" refers to organizations that distribute the Software based on agreement with the Copyright Holder.
- 1.5. "Software Error" refers to any significant, reproducible vulnerability, or failure in the Software.
- 1.6. "Business Day" means Monday through Friday, for the purposes of this Agreement.

### 2. Support

- 2.1. The Licensor agrees, during the term of this Agreement and subject to the terms and conditions herein, to provide remote support for the Software (collectively referred to as "Support"), which includes the following:
  - You may make an **unlimited** number of support requests related to a Software Error by sending an email to the Licensor through its support system (each, a "Support Request"). The Licensor shall respond to your request within **seven Business Days**, indicating the estimated time frame for correcting the error. If the time frame needs to be extended, you shall be notified within a reasonable time.
  - You may request one-on-one support using remote conferencing software with the Licensor's staff to resolve a support request related to a Software Error in difficult cases, up to **one time** during the Term of this Agreement (each, a "Conference Request"). Additional Conference Requests may be purchased during the Term of this Agreement (defined as the period from the effective date of this Agreement until its termination) at the Licensor's then-current prices.
- 2.2. The Licensor reserves the right to unilaterally revise or replace the terms of support by notifying You about it at least one month in advance.
- 2.3. The Support will only be provided in relation to the Software, the rights to use which were acquired under the Software License Agreement provided by the Licensor in accordance with the terms of this Agreement.

2.4. If in the course of the provision of the Services it is identified that it is necessary to introduce additional changes to eliminate malfunctions and errors, the Licensor is obliged to notify you of this before implementing the changes.

### **3. Cooperation**

3.1 You agree to cooperate fully with the Licensor in the provision of Support, which may include providing the Licensor with access to your personnel, systems, and facilities as needed to diagnose and resolve any issues with the Software. If you delay or fail to provide the necessary cooperation, Licensor may be unable to meet its obligations under this Agreement, and you may not be entitled to any refunds or other remedies as a result. If necessary, the Licensor is willing to enter into a Non-Disclosure Agreement (NDA) to protect any sensitive information shared during the cooperation, in accordance with the confidentiality provisions outlined in Section 5 of this Agreement.

### **4. Warranties and Liability**

4.1. The Support provided under this Agreement does not extend or modify any warranty for the Software contained in the Software License Agreement or in any way modify the other provisions of the Software License Agreement. The Licensor does not guarantee that all support requests will be resolved if the issue cannot be replicated, nor that the provided remedy will be error-free. Under no circumstances will the Licensor be liable for any indirect, special, consequential, incidental or punitive damages arising out of the Support, even if the Licensor has been advised of the possibility of such damages.

4.2. In no event shall Licensor's aggregate liability for damages arising out of this Agreement or its provisions exceed the amount of \$5. This limitation cannot be excluded or restricted under applicable law.

4.3. Support does not include the following, and the Licensor is not responsible for:

- Errors, defects, or damage to the Software caused by factors beyond the ordinary use of the Software, such as third-party software, firmware, or data, or hardware that does not meet the minimum recommended configuration.
- Hardware-related services.
- Personnel training.
- Development of additional features, functionality, or customizations to the software.

If you require these services, they may be available under a separate agreement with the Licensor, subject to availability and pricing.

4.4. Issues of copyright and other intellectual property rights, as well as liability for their violation, are regulated by the License Agreement.

### **5. Confidentiality**

5.1. Each Party to this Agreement undertakes not to disclose its terms to third parties, as well as to maintain strict confidentiality of financial, commercial, and other information received from the other Party during the negotiation, conclusion, and execution of this Agreement.

5.2. The Parties shall observe the regime of protection of Confidential Information by notifying any and each of their employees and officials of the non-disclosure of Confidential Information of the other Party if such information has become or will be available to him due to the performance of his official duties. At the same time, in the notification, the Parties shall inform their employees and officials that they are liable for the full amount of the damage caused, in accordance with the legislation of the Republic of Kazakhstan, for disclosing Confidential information of the other Party. The damage is unconditionally compensated by

the Party whose employees have violated confidentiality requirements, to the other Party at the first request of the other Party.

5.3. Transfer of Confidential Information to third parties, publication, or disclosure is possible only with the prior written consent of the other Party, as well as at the request of bodies and officials directly authorized by the legislation of the Republic of Kazakhstan to receive such information and in cases provided for by the Astana International Financial Centre (AIFC) legislation.

## **6. Governing Law and Dispute Resolution**

6.1. This Agreement is governed by the laws of the Republic of Kazakhstan. However, should any disagreements or disputes arise between the parties, they may mutually agree to resolve such disputes either under the jurisdiction of the courts of the Republic of Kazakhstan or the Astana International Financial Center (AIFC), the latter of which operates under English law. Both parties explicitly consent to the chosen jurisdiction.

6.2. In the event of any dispute, controversy, or claim arising out of or relating to this Agreement, or the breach, termination, or invalidity thereof, the parties shall first seek to resolve the dispute through good faith negotiations. This process should involve direct communication between the parties or their designated representatives with the aim to reach an amicable settlement. If the dispute cannot be resolved, then either party may proceed to litigation as described in section 6.1.

6.2. If any court of competent jurisdiction determines that any term of the Agreement is invalid or unenforceable, the invalidity of that term will not affect the validity of the other terms of the Agreement, and all unaffected terms will remain in full force and effect.

## **7. General provisions**

7.1. Refusal to use the services of the Licensor may result in the Licensor being unable to identify potential problems and provide the necessary support for their resolution, which may result in unsatisfactory functioning of the software for which the Licensor will not be held responsible.

7.2. In order to enforce the provisions of this Agreement, the Licensor may periodically monitor, at least once a year and in accordance with the Licensor's standard procedures: (i) the accuracy of the data provided by You, and (ii) Your use of the Software in compliance with the conditions and restrictions established by the Agreement.

7.3. You are not permitted to assign this Agreement without obtaining the Licensor's prior written consent. Any attempt to assign this Agreement without such consent from the Licensor will be considered null, void, and without any legal effect.

## **8. Contact Information of the Copyright Holder**

Website: [www.abblix.com](http://www.abblix.com)

Email: [info@abblix.com](mailto:info@abblix.com)