



## Free Trial Agreement

Version 20 — September 22, 2017

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This Free Trial Service Agreement (“Agreement”) between you, either as an individual or on behalf of an entity that you have the authority to bind and represent, (“Customer”) and PSCE sp. z o.o. sp. k., with its principal place of business located at Sw. Filipa 23/3, 31-150 Krakow, Poland (“PSCE”) is made effective as of the date that you click through this Agreement (“Activation Date”), pursuant to the terms of the Master Services Agreement (“MSA”) between the Customer and PSCE.

Any capitalised words or phrases not otherwise defined herein shall have the same meaning as in the MSA. In the event of a conflict between any terms of the MSA and terms of this Agreement, the applicable terms of the MSA will take precedence.

This Agreement relates only to new customers registering online. You may not accept this Agreement if you are, or act on behalf of, an existing customer of PSCE.

### 1. SERVICE TERMS

#### 1.1. SERVICE DEFINED

The Customer may request PSCE to provide technical consulting and support Services described herein (“Free Trial”).

#### 1.2. USING FREE TRIAL

The Customer will be eligible to create one (1) free technical issue (“Free Issue”). The Technical Issue can be used to request for advice on a specific question or situation presented in the issue description (“Request”).

#### 1.3. END OF FREE TRIAL

PSCE may close the Free Issue upon answering the Request or when the total time worked by PSCE personnel on the Request exceeds 30 minutes, as determined by PSCE. PSCE may also close the Free Issue, at its own discretion, at any time. The Customer's right to use the Free Trial ends when the Free Issue is closed or when the Customer accepts another Service Agreement (“Expiration of the Free Trial”).

### 1.2. TERM

This Agreement will remain in effect from the Activation Date for one (1) year from such date or until the Expiration of the Free Trial, whichever occurs first. Each party may terminate this Agreement at any time under the terms of the MSA.

#### **1.3. REMOTE DELIVERY**

The Free Trial will be provided remotely.

#### **1.4. REQUESTING WORK & SCHEDULING**

PSCE reserves to itself all decisions on the Expert work schedules.

### **2. FEES & RATES**

The Free Trial will be provided at no cost to the Customer.