ACME CORP Acme Corporation · 600 Alder Street, Suite 400, Seattle, WA 98104

Master Subscription Agreement and Order Form

Agreement KF-2024-009 · between Acme Corporation ("Acme Corp") and Halvorsen Freight Ltd. ("Customer"), 4800 72 Avenue SE, Calgary, AB T2C 3H3, Canada.

PARTIES AND CONTACTS

Executive sponsor	Ingrid Halvorsen, COO (ingrid.halvorsen@halvorsenfreight.example)
Operations contact	Carla Mendes, Dispatch Manager (carla.mendes@halvorsenfreight.example)
Technical contact	Tom Becker, IT Director (tom.becker@halvorsenfreight.example)
Acme Corp account manager	Sam Whitfield (sam.whitfield@acme.example)

SUBSCRIPTION

Plan	Acme Enterprise
Seats	600 named seats for drivers and dispatchers
Price	$38.00 per seat per month, fixed for the initial term
Initial term	1 February 2024 to 31 January 2027 (36 months)
Annual fees	$273,600.00
Invoicing	Quarterly in advance, $68,400.00 per quarter, net 30

TERMS

1. **Additional seats.** Customer may add seats at any time at the per-seat price above, prorated to the end of the current term.
2. **Renewal.** After the initial term this agreement renews for 12 months at a time unless either party gives 90 days' written notice. Acme Corp may raise the per-seat price at each renewal by no more than 5%.
3. **Termination for convenience.** After 31 January 2025, Customer may end this agreement on 90 days' written notice, paying fees to the end of the notice period.
4. **Service levels.** Acme Corp commits to 99.9% monthly uptime for the dispatch service and the mobile app. For each 0.1% (or part of it) by which a month falls short, Customer is credited 5% of that month's fees, up to 20%.
5. **Support.** Premium support: a response within 1 hour to urgent tickets, at any hour.
6. **Data.** Customer data is stored in Canada. Acme Corp may not use it to train models.

This order form is governed by Acme Corp's Master Subscription Agreement in force on the effective date. Where they differ, this order form governs.

For Acme Corporation
Elena Vasquez, Chief Revenue Officer
Signed 22 January 2024

For Halvorsen Freight Ltd.
Ingrid Halvorsen, COO
Signed 25 January 2024