EXOTIQCS / PUBLIC SAMPLE / DOCUMENT DATE: January 2024

90-Day Customer Success Service Agreement

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This informational draft is not legal advice. Both parties should obtain qualified legal advice before using a final agreement. The final scope, client goal, criteria, schedule, and any discount must be completed together after the strategy call.

Provider: Exotiq Enterprises, trading as ExotiqCS, Boston, Massachusetts. Provider contact: tony@exotiqcs.com. Client: [full legal name, entity type, address, authorized representative and email to be entered in the final agreement]. Only the identified Provider and Client are parties; affiliates, customers and other third parties receive no contractual rights.

1. Formation, authorized copy and precedence

Public copies may be downloaded and reviewed from the landing page or other sources. Altering, filling in, signing, forwarding, paying against, or otherwise acting on a public copy is not authorized execution, is not tracked or accepted by Provider, and is not binding on either party. A changed public copy does not amend any contract.

A binding engagement requires all of the following: a strategy call and mutual fit decision; a client-specific final agreement completed together, identifying the parties, agreement reference and scope; execution by both authorized representatives using the signing method designated by Provider; Provider's delivery of the mutually executed copy; and receipt of the initial payment required by the agreed schedule against Provider's authentic invoice. The effective date is the date the last of these conditions is met. A download, website checkbox, unilateral signature or unsolicited payment alone is insufficient. A mistakenly received payment does not create an engagement and will be addressed promptly.

Final agreement reference: [to be assigned]. Client representative and authority: [to be completed]. Provider representative: [to be completed]. Parties must verify payment and signing instructions directly with their established contact; never send passwords, banking credentials or customer data through this sample.

The final agreement incorporates the Terms of Service at https://exotiqcs.com/terms, using the version attached or expressly identified at execution: [version/date]. The Privacy Policy at https://exotiqcs.com/privacy describes personal-data handling. For an actual conflict about this engagement, the mutually executed agreement and expressly executed addenda control, followed by the incorporated Terms. Marketing material and public samples do not amend the final scope. No later website edit unilaterally changes a signed engagement.

2. Term and fee

The implementation engagement runs for 90 calendar days from the agreed start date: [date], through [date]. There is no automatic renewal. The standard fee is $5,000 USD total for the 90-day engagement, exclusive of applicable taxes and separately approved third-party expenses. It is not a monthly fee.

Default payment is one $5,000 invoice, due within 14 days of issue and before the start date. An alternative installment schedule is effective only if written into the final agreement: [amounts and dates]. An approved optional discount changes the total only as stated in the executed addendum. Provider need not start until the initial required payment and onboarding prerequisites are received.

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Client Goal and Included Deliverables

3. Define the primary customer-success goal

To be completed together in the final agreement, not submitted through this sample:

Primary CS goal or issue: [Client describes the principal onboarding, engagement, retention, renewal, expansion, referral or customer-success problem]. Current process and baseline, including source and date: [details]. Desired client/customer outcomes: [details].

System deliverables that will address this issue: [specific workflows, owners, triggers, tools, score signals and documentation]. Objective system design/completion criteria: [observable configuration, documented workflow, demonstration or other verifiable evidence]. Dependencies and required Client actions: [details]. Designated decision-maker and implementation owner: [names/roles].

Business metrics may be tracked to assess progress but are not guaranteed acceptance thresholds. The parties must agree criteria that assess a usable system designed to address the identified issue, not a promise of revenue or outcomes outside Provider's control. Do not execute the final agreement with these fields unresolved.

4. What is included in the standard engagement

Customer Journey Audit: We map where customers lose momentum, disengage, or encounter friction, then establish a baseline for the customer-success metric that matters most.

Custom Health Score: We build a health score from the signals available in your business so your team can identify healthy, drifting, and at-risk customers earlier.

Exotiq Risk Radar (BETA): We configure our beta platform around your customer journey so your team can monitor health, surface risk, assign follow-up, and see which customers need attention, subject to beta limitations, available features and supported integrations.

Tailored CS Playbooks: We adapt the right workflows from our library of 50+ customer-success playbooks to your customer journey and help put them into operation. Client owns the engagement-specific work described in Section 11; Provider retains its underlying templates and library, with an enduring embedded-materials license as stated there. This does not mean all 50+ playbooks will be installed or the entire library transferred.

Twice-Weekly Working Sessions: Each week includes one strategy session and one implementation lab so decisions become working processes inside your business. Meeting duration, participants, time zone and scheduling arrangements: [agree before execution]. Mutually agreed rescheduling may combine or move sessions without removing the intended cadence.

Retention & Growth System: You leave with documented workflows that strengthen onboarding, protect retention, and create timely opportunities for expansions, referrals, and case studies. Handoff includes the engagement-specific documentation, health-score definitions, team workflow guidance and selected supporting templates produced or supplied within scope. Engagement-specific work is Client-owned; Provider templates and other retained materials are licensed, not assigned, under Section 11.

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Scope, Access and Full Participation

5. Negotiation, professional discretion and exclusions

Deliverables, priorities and fees may be negotiated before execution. Agreed additions, exclusions, substitutions and timing must be recorded in the final scope: [details]. During delivery, Provider retains reasonable professional discretion over methods, sequence, relevant playbooks, tool choices and

resource allocation to address the primary goal.

Provider may adapt equivalent methods to Client needs and available data, with notice. Material reductions to promised scope, extra charges, or changes to goal or completion criteria require both parties' written agreement; discretion does not permit arbitrary removal of the core commitment. Additional goals, systems, integrations, users, training or work outside the scope require a written change order specifying fee and schedule impact.

Unless expressly included, fees exclude paid software subscriptions, custom software development, unsupported integrations, data reconstruction or migration, legal/tax/compliance advice, ad spend, lead generation, full-time account management, 24/7 support, and ongoing platform hosting or maintenance after the term. No third-party expense will be incurred on Client's behalf without approval. Risk Radar availability after the engagement and any later subscription fee must be separately agreed; perpetual free access is not promised.

6. Client systems, access, candor and engagement

Client must make all systems, information and personnel reasonably relevant to the agreed work available to Provider. This includes applicable CRM and customer-success tools, onboarding and support processes, analytics, contracts and offers, existing playbooks, customer communications, and reliable baseline data. This is an access obligation, not a transfer of ownership.

Access must be lawful, authorized and appropriately scoped. Use individual invitations, least-privilege roles and secure approved sharing channels rather than shared passwords. Client retains administrative ownership and backups, obtains required customer/employee permissions, and promptly revokes access when no longer needed. Do not supply unrelated sensitive data, payment credentials, health data or regulated data without a separate written and lawful arrangement.

Client must be truthful, complete and candid about performance, resources, constraints, failures, customer complaints, tool limitations and relevant changes; must not conceal material facts or fabricate data; and must correct inaccuracies promptly. Provider may reasonably rely on supplied information without auditing its accuracy.

Client commits full, active engagement and sufficient decision-making and implementation capacity: a responsible decision-maker, available team members, attendance at working sessions, timely approvals, testing and feedback, and execution of agreed tasks. Client confirms it has no other priority or commitment that would meaningfully detract from its ability to implement and work with Provider on what is designed and executed. This is not exclusivity or a ban on ordinary business operations.

Agreed weekly capacity, response times, approval responsibilities and dependencies: [complete before execution]. Client must notify Provider promptly if capacity or priorities change. Provider will identify material blockers in writing and allow a reasonable opportunity to resolve them. Client-caused delays may reasonably extend the schedule or pause affected work; they do not create a guaranteed result or require Provider to perform Client's assigned tasks.

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System Commitment and Results Disclaimer

7. 90-day system commitment and discretionary extension

Provider commits during the original 90-day term to designing and documenting a customer-success system that addresses the primary CS goal or issue recorded in Section 3, and to perform the improvement, establishment and implementation work specified in the agreed paid scope. Completion is measured against the objective system criteria agreed there, not Provider's unilateral opinion. Provider's core 90-day obligations, agreed deliverables and agreed fees remain contractual and are not discretionary under this Section.

If those criteria have not been met by the end of the 90-day term, Provider may, in its reasonable discretion, approve an additional no-fee extension for some or all remaining agreed consulting and implementation work. Provider is not obligated to approve that extension. Any approval must be documented in writing and must identify the approved scope, duration or end date, schedule or cadence, Client responsibilities and any conditions. Provider may exercise reasonable discretion over whether to approve the extension and over its scope, duration, schedule, methods and ending, considering the agreed scope, dependencies, Client participation, safety, availability and capacity. No approval, extension or continuation is automatic, indefinite or an entitlement merely because criteria remain unmet.

An approved extension is a limited service-completion accommodation, not an obligation to achieve a particular financial outcome and not a refund guarantee. It does not include new goals, extra scope, perpetual software access or third-party fees, and it does not change the standard $5,000 fee, any approved $4,500 discount, or other agreed fees, deliverables or payment obligations for the original 90-day engagement.

The extension requires Client to pay the agreed fees and perform the material access, honesty and participation obligations on which the work depends. During any approved extension, Provider may pause or end the extension in its reasonable discretion, including for a material unmet dependency, changed participation, or an approved term or condition, by written notice identifying the reason and effective date. For a curable Client failure, Provider will identify cure steps and allow at least 30 days, or a longer reasonable period where appropriate, before ending for that failure. Nothing in this Section limits mandatory statutory rights, accrued claims, or Provider's core 90-day obligations.

During an approved extension, the parties will document outstanding criteria, responsibilities and a reasonable work/review schedule. Client must identify any specific unmet criterion in writing within 10 business days after a completion submission. Provider may address substantiated gaps only within the approved extension scope and term; silence alone does not waive mandatory rights or convert an incomplete deliverable into a guaranteed business result. New goals or changes require written agreement.

8. No promised business outcomes

Results depend on your own effort, team execution, market conditions, and business-specific factors. Client success outcomes vary and are inherently unpredictable. You are responsible for your own client results. ExotiqCS provides consulting, implementation, and tools that have improved client success for the vast majority of organizations we have worked with. This does not guarantee the same results for your business.

There is no guarantee of revenue, profit, retention rates, customer outcomes, referrals, reviews, case studies, expansions or another performance metric. Examples and testimonials reflect particular experiences, not typical or assured outcomes. Section 7 preserves the express paid 90-day system-completion obligations and any no-fee extension Provider separately approves in writing; it does not promise an extension or that implementing the system will produce a specified result.

Except for express commitments in the executed agreement and rights that cannot lawfully be excluded, the website, tools and services are supplied as is and as available, without implied warranties of merchantability, fitness for a particular purpose, title or non-infringement, to the extent permitted by law. Nothing here negates Provider's express delivery obligations, ownership assignment, obligation to obtain necessary rights, or license grants under Section 11.

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Risk Radar Beta and Information Security

9. Risk Radar is beta software

Risk Radar is a new and evolving BETA customer-success health tracking platform, not a mature, error-free production guarantee. Features, supported integrations and interfaces may change; scores and recommendations may be incomplete or inaccurate; bugs, downtime, data loss or delayed communications may occur. It is not a substitute for Client's professional judgment or independent customer records.

Client must maintain backups, validate scores and outputs, supervise follow-up decisions, and approve any automated customer communications before activation. Test using synthetic or minimized data where possible. Provider and Client will agree supported systems, permissions and testing boundaries before connection. Neither party may use the platform for unlawful monitoring, unsolicited communications or other unlawful purposes.

Provider may limit or suspend beta features for security, reliability or legal reasons and will communicate material impacts. Where a beta limitation affects an agreed deliverable, the parties will use reasonable alternative workflows or an agreed scope adjustment. Beta status does not eliminate express consulting or system-completion obligations.

No availability or service-level guarantee applies unless separately signed. Beta participation is not consent to expose Client information publicly. Feedback may inform general product improvements without transferring Client data or Client Work Product to Provider or authorizing disclosure of Client confidential information. Provider retains the Risk Radar platform and platform-level improvements; Client owns its engagement-specific rules, configurations and documentation as distinguished in Section 11.

10. Confidentiality, permissions and security

Each party will protect nonpublic business, technical and customer information received from the other, use it only for the engagement or to exercise the continuing rights expressly granted in Section 11, apply reasonable safeguards, and disclose it only to authorized recipients who need it and are bound by appropriate confidentiality duties. Information already public without breach, lawfully known, independently developed or lawfully received without restriction is excluded. Client may freely use and disclose its own information and Client Work Product; that freedom does not authorize disclosure of separately identifiable confidential Provider Materials or third-party information beyond the Section 11 license or other permission.

Legally compelled disclosure is permitted to the necessary extent, with prior notice when lawful and reasonable cooperation. Confidentiality duties continue for three years after termination; trade secrets remain protected while they qualify under applicable law. Each party remains responsible for its authorized personnel.

Client remains responsible for its lawful collection and instructions concerning customer data. If Provider processes personal data on Client's behalf, the parties will execute any required data-processing agreement before that processing. Any such agreement governs that processing in case of conflict. The website Privacy Policy is not a substitute for a required processing agreement.

Use approved channels, access controls and reasonable security practices. Neither party promises absolute security. Notify the other without undue delay of a confirmed security incident affecting engagement data, cooperate reasonably, and follow applicable legal and contractual notice obligations. On completion or termination, return or delete confidential information and revoke access as appropriate, subject to lawful retention and secure backup cycles. Client may retain Client Work Product and Provider Materials covered by the continuing Section 11 license; no deletion or access-revocation requirement cancels those rights. Continuing confidentiality still applies.

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Ownership, Payment Concerns and Ending Work

11. Client ownership and retained Provider intellectual property

Client Work Product means the original engagement-specific work created for Client within the agreed scope, including custom audits, reports, documented business strategies, workflows, playbook adaptations, health-score definitions, rules, configurations, documentation and any expressly scoped custom code. It includes work in progress and the client-specific additions to adapted Provider Materials, but not the underlying Provider Materials or third-party materials. Client retains its data, branding and pre-existing materials.

Provider hereby assigns to Client, as created, all of Provider's right, title and interest in Client Work Product, including assignable intellectual property rights. Client may use, reproduce, modify, publish, distribute, license, sell and transfer its Client Work Product for any lawful purpose during and after the engagement, without additional Provider approval or fees, subject only to the rights in embedded Provider Materials and third-party materials below. This is ownership, not an internal-use-only license. Provider will obtain necessary assignments from its personnel and contractors, provide reasonable written confirmation on request, and, to the extent lawful, obtain waivers or non-assertion of moral rights needed for Client's permitted use.

Provider Materials remain Provider's intellectual property to the extent protectable by law: its pre-existing or independently developed templates, resource and playbook libraries, training resources, tools, reusable code, platforms (including Risk Radar), platform-level features and improvements, and general underlying strategies, methods and know-how. Configuring or using them for Client does not transfer their ownership. Client-specific rules, documents and configurations are Client Work Product, while the platform code and generic functionality that execute them remain Provider Materials. Provider may reuse its general expertise and retained materials, but not Client confidential information or Client Work Product without permission; custom work does not become Provider Materials merely because it might be reusable.

To the extent Provider Materials are incorporated into or reasonably necessary to use delivered Client Work Product, Provider grants Client a perpetual, irrevocable, worldwide, non-exclusive, fully paid-up, royalty-free license to use, copy, modify and distribute those materials as part of, or as needed to use and exploit, that Client Work Product. Client may extend that license to its users, contractors, customers and recipients or transferees of the Client Work Product for the same purposes. This permits continued operation, modification and transfer of custom systems; it does not grant standalone redistribution of Provider's templates, resources or libraries, access to unprovided materials, Provider source code, trademarks, or continuing access to a hosted platform.

No resale restriction applies to Client Work Product itself. Client may not separately resell, sublicense, publish for redistribution, white-label or claim ownership of Provider Materials or a Provider platform, or extract them for a standalone competing template, resource or platform offering without written permission. Bundled use and distribution expressly licensed above remain permitted. Restrictions on reverse engineering apply only to Provider platforms and Provider software, except where prohibited by law, not to Client Work Product. Public sample download/review permission does not authorize commercial redistribution of this agreement or false representation that an altered copy is Provider-approved.

Third-party materials remain subject to their owners' rights and applicable licenses, which Provider must identify with any material use or transfer restrictions before inclusion and record at handoff. Provider will not introduce a third-party restriction that materially reduces the agreed Client ownership or use rights without Client's written approval. Ownership of Client configurations, outputs or custom code does not transfer a third-party or Provider platform or supply a subscription. Risk Radar and other hosted access, maintenance and support require the separate arrangements described in Sections 5 and 9.

Client grants Provider only the rights in Client materials and Client Work Product reasonably needed to perform and hand off the engagement. Client ownership and the embedded-materials license survive completion, termination, expiry and payment disputes; they are not conditional on full payment and cannot be revoked for nonpayment. Agreed fees and lawful payment remedies remain separately enforceable. This Section controls over any narrower ownership, internal-use, non-transferability or no-resale language in the incorporated Terms for this engagement.

12. Fees, refunds and good-faith payment resolution

Fees follow Section 2 and any executed discount addendum. Once the relevant service period has commenced, fees are non-refundable except where Provider has materially failed to deliver the agreed services, as stated in the Terms, or where applicable law requires otherwise. No refund is promised solely because Client does not achieve desired business results. No acceleration charge, late fee or additional expense is imposed unless agreed in writing and lawful.

Before seeking a discretionary chargeback or payment reversal for a service disagreement, Client agrees, where lawful and reasonably practicable, to contact tony@exotiqcs.com, identify the transaction and specific concern, provide relevant details, and cooperate in good faith to resolve it. Provider will acknowledge the concern promptly and attempt resolution within 30 days. Both parties will exchange accurate records and continue undisputed obligations when reasonably possible.

This process does not prohibit or delay reporting suspected fraud or unauthorized charges, contacting a bank, regulator or lawyer, preserving a payment-network or statutory deadline, seeking urgent relief, or exercising nonwaivable rights. Client need not wait if waiting could prejudice such rights. Neither party may make knowingly false statements to a payment provider. There is no penalty for an honest review or a lawful dispute.

13. Suspension, termination and handoff

Either party may terminate on 30 days' written notice unless a different minimum commitment is expressly recorded in the final agreement. Either may terminate for a material breach not cured within 30 days after written notice, except lawful immediate action for fraud, unlawful conduct, serious security risk, insolvency, or a breach that cannot be cured. Provider may suspend affected work when payment is over 30 days overdue or access/security obligations prevent safe performance, consistent with the Terms.

Termination does not create a new right to a full refund or erase fees for work already performed. Any advance fees and refunds will be handled under Section 12 and applicable law. Provider will hand off Client Work Product completed or in progress, Client data, and the supporting Provider Materials covered by Section 11, with reasonable access transfer and available editable or exportable files, including any in-scope Client-owned custom source code. Provider will identify retained and third-party components and relevant dependencies. Handoff does not include Provider platform source code or unprovided library materials. Provider will not withhold Client-owned work or data as leverage for payment, and handoff does not require new out-of-scope development or continued hosting. Client's ownership and continuing license survive.

Provider cannot use ordinary termination to avoid its contractual obligations during the agreed 90-day term or any mandatory rights. A post-term additional no-fee extension under Section 7 exists only if Provider approves it in writing in its reasonable discretion and is governed by the approved scope, duration, schedule and ending terms; unmet criteria alone do not create an extension or require indefinite work. If Client elects to stop the engagement for convenience, or Provider terminates for Client's uncured material breach after the applicable cure period or for a genuinely noncurable material Client breach, including Client fraud or unlawful conduct, any approved extension may end under its written terms. If Client terminates for Provider's uncured material breach, Client may pursue applicable refund and legal remedies or request continued performance where practicable, but no post-term extension is owed unless Provider approves it in writing, without double recovery.

For immediate termination based on a serious security risk not caused by Client breach, Provider may pause or end any approved Section 7 extension while safe performance is not reasonably possible; Provider must identify the reason and offer a reasonable safe alternative or agree an appropriate refund

or other resolution for incomplete services, subject to mandatory rights. If either party becomes insolvent, continued performance is subject to applicable insolvency law and any authorized administrator; termination does not extinguish accrued refund or breach claims or require unlawful performance. A force-majeure or third-party disruption alone does not extinguish accrued obligations or mandatory rights; during the 90-day term, the parties will agree reasonable schedule adjustments where practicable, and any post-term no-fee extension remains subject to Section 7's written Provider approval and reasonable discretion. Accrued claims and mandatory remedies survive in all cases.

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Risk Allocation and Final Execution

14. Liability and third-party claims

To the maximum extent permitted by law, neither party is liable to the other for indirect, incidental, special, consequential, exemplary or punitive damages, including lost profits, revenue, data or business opportunities. Provider's total aggregate liability arising from the engagement will not exceed the fees paid by Client to Provider in the three months immediately preceding the event giving rise to the claim, consistent with the Terms.

Nothing limits liability for fraud, fraudulent misrepresentation, death or personal injury caused by negligence, or anything else that cannot legally be excluded or limited. Nothing relieves Client of agreed payment obligations or grants a license to infringe intellectual property. Mandatory statutory rights remain intact.

Client is responsible for third-party claims to the extent directly caused by Client's unlawful instructions, lack of required rights in Client-supplied materials, or resale of Provider or third-party materials beyond the rights granted under Section 11. Lawful sale or transfer of Client Work Product is not unauthorized resale. Provider remains responsible for its own conduct under applicable law. No party assumes an unlimited duty to defend or indemnify the other under this sample; any special indemnity or insurance requirement must be expressly negotiated in the final agreement.

Neither party is liable for delay caused by circumstances reasonably beyond its control, including third-party outages, provided it gives prompt notice and mitigates reasonably. This does not excuse amounts already due. The parties will agree reasonable schedule adjustments and may use the termination process for a prolonged disruption.

15. Disputes, notices and general provisions

The parties will first attempt good-faith informal resolution for 30 days after notice, without sacrificing statutory deadlines or urgent relief. Massachusetts law governs, with disputes submitted to state or federal courts in Suffolk County, Massachusetts, subject to mandatory law. Claims are brought individually rather than as a class or representative action only to the extent that restriction is enforceable. No mandatory arbitration is created by this sample.

Notices go to the named representatives' emails in the final agreement; Provider's notice address is tony@exotiqcs.com unless updated in writing. Changes of contact details must be communicated. Material scope, price or criterion changes require affirmative written agreement of both authorized representatives, not silence or a unilateral public-document edit.

The parties are independent contractors, not partners, employers, agents or fiduciaries. Neither may bind the other. Assignment of this service agreement or its performance obligations requires written consent not unreasonably withheld, except to a lawful successor that assumes the obligations and protects confidential information. This does not restrict Client's transfer of Client Work Product or the associated license under Section 11. Invalid provisions will be narrowed to the minimum necessary or severed without defeating the remaining lawful agreement.

The client-specific executed agreement, signed addenda and incorporated Terms are the entire agreement on this engagement. Client ownership, the continuing Section 11 license and its limits, accrued payment obligations, confidentiality, applicable liability limits, dispute provisions and other clauses intended to survive continue after termination. No waiver is effective merely because enforcement is delayed.

16. Finalization checklist, not a signature page

Before issuing a signing copy: confirm legal party names and authority; fill in the primary goal, baseline, system criteria and dependencies; confirm scope, start/end dates, session arrangements, total fee and payment schedule; identify Client Work Product, retained Provider Materials and third-party components or restrictions, including handoff formats and separate platform-access terms; attach the applicable Terms version and any data-processing agreement; record whether the optional addendum is included; assign a unique agreement reference.

Execution fields reserved for the authorized final agreement only: [Provider authorized signature/date], [Client authorized signature/date], [agreement reference], [initial invoice/payment confirmation]. These placeholders are not a request to sign this public PDF. Public copies contain no e-signature mechanism, acceptance tracking, checkout or client-specific authorization.

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Optional $500 Discount Addendum

A. Optional, negotiated and expressly approved

This addendum has no effect unless selected and signed by both parties as part of the legitimate client-specific agreement. Agreement reference: [reference]. Client: [legal name]. Provider approval: [authorized representative/date].

At Provider's discretion, depending on the circumstances and Client's exact needs, Provider may approve a $500 discount, reducing the 90-day total from $5,000 to $4,500 USD before applicable taxes. This is not an automatic public coupon. The final scope and payment schedule must identify the discounted total; no reduced scope is implied unless expressly negotiated.

Eligibility requires willingness and an express commitment to do BOTH: (1) provide a detailed and honest video review about the actual engagement; AND (2) help test the new and updated BETA version of Risk Radar, Provider's customer-success health tracking platform. A positive opinion, minimum star rating, recommended wording or promised results are not conditions.

B. Honest video review and disclosure

The parties will agree reasonable timing after sufficient service experience, approximate length, delivery method and topics in the final addendum: [details]. Client controls its honest opinion, may describe negatives or mixed results, and must not make unsupported claims or expose confidential customer information. Provider will not require a falsely favorable review or suppress a truthful negative one.

If the review is published, both parties must clearly disclose the material connection: 'I received a $500 service discount for providing an honest review and participating in beta testing.' Disclosure must accompany the review in a clear and conspicuous way suitable for the medium, including appropriate video disclosure. Other required disclosures remain applicable.

Participation does not automatically grant unlimited publicity rights. Before Provider publishes Client's name, company, likeness or recording, obtain separate, specific written permission describing channels, permitted edits and usage period. Edits must not distort meaning. Publication permission: [to be agreed separately]. The discount is not conditioned on a positive review or on surrendering the right to give an honest opinion.

C. Beta testing and fair administration

Client will reasonably assist with agreed onboarding, test workflows and candid bug/usability feedback, subject to Section 9's beta safeguards. Testing scope, time budget, schedule and feedback channel: [complete together]. Testing must not require unsafe data access, unpaid unbounded labor, or conduct outside Client's authority. Provider may adjust tests reasonably to match current beta features.

Provider will not withdraw the approved discount because a review is negative, feedback is critical, Client reports a legitimate problem, or the beta is unavailable through no fault of Client. If either activity cannot reasonably proceed, the parties will agree a fair substitute, extension or written adjustment. There is no automatic retroactive $500 charge or silent discount clawback.

Both participation activities are contractual obligations on the agreed schedule, not optional after approval. A deliberate, unjustified refusal to perform either activity will be addressed by written notice, a 30-day opportunity to cure and good-faith dispute resolution under the agreement. Any fee adjustment requires an express written agreement; Provider may pursue lawful remedies for an actual breach, but never for the viewpoint of an honest review or criticism of the beta.

All other terms remain unchanged. This optional addendum must be expressly accepted in the authorized final execution process; downloading or signing the public sample cannot activate a discount or an engagement.