

TAB AGREEMENT

April 25, 2022

Proposal prepared for:

Proposal prepared by: jeannetteb@whitelabeliq.com

OVERVIEW

White Label IQ LLC (WLIQ) and are entering into a relationship that allows WLIQ to support the needs of with a variety of technical tasks and projects. This agreement is intended to guide the future relationship between the two entities and allow for better efficiencies on smaller tasks.

Communication and Prioritization

Point of Contact

White Label IQ LLC will require one point of contact during the Agreement for clarifying requirements for design, key features, usability and maintenance issues. White Label IQ LLC requires this person to be available to answer questions arising from the project within 2 business days (subject to reasonable exceptions), and to have authority to make design and related decisions on the system. Customer's Primary Point of Contact ("PoC") may authorize other officers or employees to respond to any issue requiring the technical expertise, or may designate a new point of contact by communicating such change in writing to White Label IQ LLC.

Project Management & Communication

Business Day / Hour: For the purposes of this contract, "business days" and "business hours" shall be defined as Monday-Friday, from 9 a.m. to 5 p.m. [Mountain Time].

- **Project Tracking Software**

White Label IQ LLC will manage work using proprietary project tracking software (including wikis, issue tracking, Git integration, announcements and timelines) and google documents. The Customer's PoC, stakeholders, and collaborators will all have appropriate access to the project and all associated assets. This system will serve as a primary mode of communication, documentation, and reporting. Any approval made within the system by the PoC will be considered official written approval. If more than one Customer contact needs access to this system, additional access fees may apply and will be sent to the Customer for approval before access is given.

- **Text Chat**

For accounts that meet a spending threshold, White Label IQ LLC will create and use a dedicated Slack channel for general project communication. Slack will not be used as a method for tracking bugs or feature requests, but rather as a place for White Label IQ LLC and our Customers to discuss questions or general project updates.

- White Label IQ LLC project managers may ask for formal approval in any communication method (Lariat Hub, Slack, Email), and receive it back from the client. The project manager will articulate that it is a request for approval.

Confidentiality

White Label IQ LLC maintains best practices to ensure security and safeguarding of all sensitive information passed between the and the White Label IQ team. This includes but not limited to account access information like username and password.

Service Level Priority Matrix

Priority 1 [Critical]

The problem reported has immediate, serious business and financial exposure. An end-user is unable to work or perform some significant function of the platform. There is no acceptable workaround to the problem (i.e., the task cannot be performed in any other way).

Priority 2 [High]

The problem reported has immediate, serious business and financial exposure. An end-user is unable to work or perform some significant function of the platform. There is an acceptable and implemented workaround to the problem (i.e., the task can be performed in some other way).

Priority 3 [Normal]

The problem reported has low business and financial exposure. Implementing the request immediately will not result in significantly added value to the organization. An end-user is unable to perform some small function but is able to complete the majority of the tasks on the platform. There may or may not be an acceptable workaround to the problem.

Priority 4 [Low]

The problem reported has a minimal business and financial exposure. Implementing the request immediately will not result in significantly added value to the organization. An end-user is unable to perform some small function but is able to complete the majority of the tasks on the platform. There is likely an acceptable workaround to the problem.

Defining Priorities: As part of discovery, Customer and White Label IQ LLC will define example case scenarios for each priority level to aid in triage.

Estimated Response Times

Support (Devops and General): White Label IQ LLC will provide front-line support responses according to the priority of the issue reported. Response times and resolution times will apply as follows:

Severity Level	Goal Response Time	Goal Resolution Time
Priority 1: Critical	Within ~4 business hours	Average resolution time is one (1) business day or less. [My Company] will aim to keep resolution time under three (3) business days after initial response time.
Priority 2: High	Within ~1 business day	Average resolution time is one (1) business day. [My Company] will aim to keep resolution time under five (5) business days after initial response time.
Priority 3: Normal Priority 4: Low		Scheduled as part of the regular sprint cycle.

High Priority Coverage:

During pre-defined periods of high-priority coverage, White Label IQ LLC will extend business hours to include 12 hour coverage throughout the defined window during which all response times will occur in under 4 business hours. An additional cost, as defined in the SOW, will be applied to a high priority window.

Project Warranty

Constrained Time & Materials Projects:

White Label IQ LLC will provide a clear release and exit plan including a final sprint to serve as a cleanup and polish period. This sprint will be allocated for in the budget estimate and all work will be billed using the standard hourly rate. Should the project budget exceed original expectations, customer may choose to limit the scope of the final post-release sprint. White Label IQ LLC does not offer a window of unpaid work.

On-Going Time & Material Projects:

Projects which run over multiple budget periods, and have no delineated exit point, can have a warranty sprint(s) that will be planned and budgeted like a regular project sprint. Bugs and features will be tracked within the project backlog and scheduled in sprint planning. Each sprint is started once work is approved, and billed once work is completed. These projects have no implied warranty.

Agreement Details

Statement of Work is an Estimate

- Each SOW will include White Label IQ LLC's estimate of the cost to complete the project. White Label IQ LLC does its best to accurately estimate project costs upfront based on the scope as it is defined in the Customer's work request. The estimate is based upon the list of features documented in the SOW. Any feature not specifically referenced and estimated in the SOW is not included in the current scope of the project. All costs listed in the SOW are an ESTIMATE and NOT a FIXED BID.
- For each associated SOW, as soon as White Label IQ LLC identifies that a task or deliverable may go over the estimate, the Customer will be alerted, and the parties will mutually agree in writing to proceed before any additional work is done which exceeds the approved estimate.

Rush Fee

- There are options that can expedite a specific task or project but these options must be weighed on a case-by-case basis as White Label IQ LLC inventories resources available, personnel needed to complete the work, which work is deprioritized, and type of work needing to be "rushed".
- Typically, White Label IQ LLC charges an additional 20% of the total project/rate as a rush fee but each project will be quoted uniquely.
- may request work to be "HIGH" priority and incur a rush fee to complete the task as soon as possible. Most tasks are completed within a couple of hours depending on complexity, type of work and time of day the work is requested. White Label IQ LLC will confirm with that the work will incur a rush fee (and what that fee is) to be sure that all parties have the correct expectations set.

Pricing and Rates:

- Any projects over an estimated 20 hours are quoted individually and provided to as a total proposed estimate for the project and are sent via a Project Agreement in Nusii.
- Rates and Tiers are subject to change.
- Small and minor tasks ("Tab" related work) are billed at the tier system below and in accordance with the aforementioned discussion points.
- By the end of the month, you are billed at the number of hours completed during the billing period and at the stated rate.
 - 0-20 hrs - \$69
 - 21-99 hrs - \$49
 - 100 hrs & above - \$39
- For example, if you complete 25 hours of work in a billing cycle, all of your hours are calculated at \$49/hr for that billing cycle.

Lack of Use

Lack of Use

After 6 months of lack of use, this agreement will be nullified and will require a new signed TAB Agreement.

Signature

The signatories are company-authorized personnel. If agrees to the terms set forth above and agrees to accept the conditions, then please sign this proposal by clicking the Accept this Proposal button up in the top right corner.

This Agreement, including any and all Exhibits incorporated herein, sets forth the entire agreement between the parties with respect to the subject matter hereof.



6853 N. Franklin Ave., Loveland, CO 80538

970-617-2293

jeannetteb@whitelabeliq.com

www.WhiteLabelIQ.com