

## CalAmp Master Agreement

Last updated: September 29, 2022

Unless superseded by a signed master or supply agreement between you and CalAmp, these terms and conditions together with the Order Form comprise the Agreement between the customer identified on the Order Form (“**Customer**”) and CalAmp for the purchase and subscriptions of the Offerings and govern Customer’s access to and use of the Offerings. These terms and conditions are incorporated into and made part of the Order Form, (collectively, the “**Agreement**”).

### 1. Definitions

- (a) **Application Services** shall mean cloud-based and device-enabled software application(s), platforms, application programming interfaces, web or mobile application(s), including networks, systems, products, or data of CalAmp, its providers and its partners or any third party identified in the Order Form.
- (b) **Authorized End User** shall mean any individual employees, agents, representatives, or contractors who are authorized to use the Application Service by Customer and have been supplied user identifications and passwords by Customer or on Customer’s behalf.
- (c) **CalAmp Software** shall mean the Application Services and Licensed Technology and any improvements, modifications, patches, updates, and upgrades thereto that CalAmp develops or provides in connection with this Agreement.
- (d) **Customer Data** shall mean all Customer’s information and data captured by Customer’s use of Offerings.
- (e) **Defect** shall mean a material defect caused by defective material or workmanship resulting in a failure of the Hardware to substantially conform to the specifications provided in Documentation.
- (f) **Documentation** shall mean the user and/or technical manuals and documentation that describe the use or technical features of the applicable Offerings and other products or services provided under this Agreement.
- (g) **Hardware** shall mean CalAmp’s tracking and reporting device, including ancillary accessories and other equipment that interfaces with the Application Services as identified in the Order Form.
- (h) **Intellectual Property** means all intangible legal rights, titles and interests evidenced by or embodied in or connected or related to all inventions, patents, patent applications, trademarks, service marks, trade dress, logos, trade names, and corporate names, domain names, any work of authorship, copyrights, trade secrets and all other proprietary rights belonging to a party in whatever form or medium, in each case on a worldwide basis; together with all revisions, extensions, reexaminations, translations, adaptations, derivations, and combinations thereof and including all goodwill associated therewith.
- (i) **Licensed Technology** shall mean software and firmware embedded within the Hardware excluding Application Services including Edge Application Development Platform that may be embedded in the Hardware.
- (j) **Third Party Solutions** shall mean any third-party device, equipment, web-based, offline, or mobile applications, or other resources, users, data, systems, networks, products, services, vehicles, hardware, or software functionality that is provided by Customer or a third-party and that interoperates and/or exchanges data with Offerings.
- (k) **Offerings** shall mean CalAmp’s Hardware and Software as specified in the Order Form.
- (l) **Order Form** shall mean a written contractual document under this Agreement, including a CalAmp authorized sales quote or statement of work signed by Customer for the purpose of purchasing the Offerings or Professional Services.
- (m) **Professional Services** shall mean professional, consulting, and related services provided by CalAmp to Customer as purchased under an Order Form or a statement of work.
- (n) **Subscription Term** shall have the meaning set forth in the Order Form.
- (o) **Warranty Period** shall have the meaning set forth in **Section 10(a)**.

2. **Order Form.** Customer may order one or more Offerings or Professional Services from CalAmp pursuant to an Order Form. All Order Forms are subject to and governed by the provisions of this Agreement which are deemed incorporated therein by reference. All Order Forms are binding and are not subject to cancellation by Customer.

### 3. Grant of Rights.

- (a) **CalAmp License Grant.** Subject to the terms and conditions of this Agreement, CalAmp hereby grants Customer a limited non-exclusive, non-transferable, non-sublicensable, revocable right and license and to permit Authorized End Users, to access and use the features and functions of the Application Services and Licensed Technology during the Subscription Term. Such use shall be limited to use of the Application Services for the benefit of, or in relation to, the operation of Customer’s business. For purpose of this license grant, “Customer” shall include any outsourced or other third-party consultants or similar personnel supporting Customer as part of its typical business practices, acting under Customer’s direction and for whom Customer is fully responsible hereunder.
- (b) **Restrictions.** Except as expressly permitted under this Agreement, Customer shall not and shall cause its Authorized End Users (to the extent applicable) to not directly or indirectly:
  - (i) authorize or permit use of the Offerings by third parties
  - (ii) with respect to the CalAmp Software, modify, translate, reverse engineer, decompile, disassemble, or in any manner decode any object code in order to derive, obtain or perceive the source code
  - (iii) copy, reproduce or create derivative works of the Offerings
  - (iv) assign, sell, lease, license, transfer, encumber or pledge as security, permit liens against or otherwise convey any rights therein with respect to the Offerings
  - (v) permit use of the Offerings for the development of new, or the modification of existing products or services, whether offered by Customer or a third-party
  - (vi) permit use of the Offerings for the benefit of any third parties (e.g., in a time share, service bureau or outsourcing relationship) or use other than in the intended manner and
  - (vii) use, duplicate or disclose any technical data or other information pertaining to the Offerings for any purposes.
- (c) **Trials, Evaluations and Pilots.** Offerings acquired under a trial, evaluation, pilot, or beta program are licensed for internal evaluation and testing purposes only and not for commercial use. Any access to the Offerings for purposes of trials, evaluations, pilot, or beta program shall be documented in the Order Form. Any such use is at Customer’s own risk, and the Offerings do not

qualify for maintenance and support services. If Customer does not convert to a purchased license or subscription prior to the expiration of the trial, evaluation, pilot, or beta license, Customer may lose any Customer Data and customizations made during the trial or pilot term.

#### 4. Intellectual Property Rights

- (a) **CalAmp Intellectual Property Rights.** CalAmp reserves to itself and without restriction all rights not expressly granted herein to Customer. Without limiting the foregoing, except as specifically set forth in this Agreement, CalAmp or its third-party licensors or vendors own all Intellectual Property right, title, and interest in and to the Offerings, including all improvements, modifications, and derivative works thereto. Customer neither owns nor acquires any rights in or to any of the foregoing except the limited rights of use expressly granted in this Agreement.
- (b) **Customer Intellectual Property Rights.** Except as expressly set forth herein, Customer owns all right, title, and interest in and to Customer Data. Customer grants to CalAmp a non-exclusive, royalty-free right and license to use the Customer Data. Customer represents and warrants that: (i) Customer will obtain all rights and provide any disclosures to or obtain any consents, approvals, authorizations and/or agreements from third parties necessary for CalAmp to collect, use, and share Customer Data in accordance with these terms (ii) no Customer Data infringes upon or violates any individual or entity's intellectual property rights, privacy, publicity or other proprietary rights and (iii) Customer will adhere to all applicable state, federal and local laws and regulations in the conduct of its business in relation to CalAmp and its receipt and use of the Offerings. CUSTOMER AGREES TO INDEMNIFY, DEFEND AND HOLD HARMLESS CALAMP AND, IF RELEVANT, ITS SUBPROCESSORS AGAINST ANY LIABILITIES, DAMAGES, DEMANDS, LOSSES, CLAIMS, COSTS, FEES (INCLUDING LEGAL FEES), AND EXPENSES IN CONNECTION WITH ANY THIRD-PARTY LEGAL OR REGULATORY PROCEEDING ARISING FROM ANY ACT OR OMISSION OF CUSTOMER IN RELATION TO CUSTOMER INSTRUCTIONS OR FROM CUSTOMER'S BREACH OF THIS SECTION.
- (c) **CalAmp Aggregated Data.** Customer acknowledges and agrees that CalAmp, and those acting on its behalf, may monitor, collect, use, and store Customer Data in an aggregated and anonymous manner ("**Aggregated Data**") to compile statistical and performance information related to the provision and operation of the Offerings. As between CalAmp and Customer, all right, title and interest in the Aggregated Data and all Intellectual Property rights therein, belong to and are retained solely by CalAmp. Customer acknowledges that CalAmp will be compiling Aggregated Data based on Customer Data input into or collected by the Offerings and Customer agrees that CalAmp may (a) make such Aggregated Data publicly available, and (b) use such information to the extent and in a manner permitted by applicable law or regulation, including, without limitation for purposes of data gathering, analysis, service enhancement and marketing, provided that such data and information does not identify Customer or its Confidential Information or any Customer Data on a disaggregated basis.

#### 5. Performance; Third Party Solutions.

- (a) **Performance.** CalAmp may utilize agents and independent subcontractors in the performance of this Agreement.
- (b) **Third Party Solutions.** Offerings may contain links to or can integrate or interoperate with, import, or export data to or from, provide access to, or be accessed by Third Party Solutions (collectively, "**Integrations**"). If Customer opts to use any Integrations, including but not limited to with respect to the exchange of data between the Offerings and Third Party Solutions, Customer agrees to: (i) assume sole responsibility for and all risk arising from Customer's use of Integrations and the content, functionality, or availability of any Third Party Solutions, including waiving and releasing CalAmp from any claims directly or indirectly related thereto; and (ii) without limitation, defend, indemnify, and hold harmless CalAmp from any third-party claims directly or indirectly arising from or related to Customer's use of any Integrations. CALAMP PROVIDES INTEGRATIONS "AS IS" WITHOUT WARRANTY OF ANY KIND AND ONLY AS A CONVENIENCE.

#### 6. HARDWARE SHIPMENT AND INSTALLATION.

- (a) **Hardware Lease.** To the extent, Customer elects to lease the Hardware, the following terms shall apply:
- (i) CalAmp is the sole owner and titleholder to the Hardware as applicable. The Hardware consists of the unit(s), all peripherals, and/or connections and supplies used for installation. This Agreement constitutes a lease or bailment and is not a sale or the creation of a security interest. Customer shall not have, or at any time acquire, any right, title, or interest in the Hardware, except the right to possession and use as provided in this Agreement. Hardware may consist of new or refurbished parts.
- (ii) Customer will keep the Hardware free and clear of all liens, encumbrances, and security interests, and agrees that CalAmp may file UCC financing statements that include the serial number of the Hardware and other equipment. Customer will use the Hardware in accordance with CalAmp's instructions for use and is responsible for any loss, damage or destruction to the Hardware, reasonable wear and tear excepted.
- (b) **Hardware Transfer of Title.** To the extent, Customer elects to purchase the Hardware, the following shall apply:
- (i) Title to the Hardware or the applicable Third Party Solutions, and risk of loss or damage, will pass to Customer when CalAmp delivers the Hardware or the applicable Third Party Solutions to the shipping carrier. CalAmp's title and rights to the embedded Licensed Technology and all associated intellectual property rights therein remain with CalAmp and do not transfer to Customer. Unless provided in an Order Form or otherwise agreed in writing, CalAmp will deliver the Hardware and the applicable Third Party Solutions freight prepaid by CalAmp and billable to Customer.
- (c) **Hardware Installation.** Unless otherwise set forth in an Order Form, Customer shall be solely responsible for (i) installation of the Hardware and ongoing maintenance of any vehicle, asset, or equipment on which Hardware is installed; and (ii) integration of the Hardware with any other hardware and software applications not purchased from CalAmp, any such integration being at Customer's sole risk and cost. If installation is purchased from CalAmp, it will be performed by CalAmp's authorized contractor subject to Customer's compliance with CalAmp's installation process.

#### 7. SUPPORT SERVICES AND UPDATES.

- (a) **Support Services.** Support Services are available at: Email: [solutionsupport@calamp.com](mailto:solutionsupport@calamp.com), Monday to Friday 8:00AM to 5:00PM EST. Customer consents to the recording of calls for quality assurance and training.
- (b) **Updates.** Updates and upgrades to the CalAmp Software will be made available when offered to CalAmp's entire subscriber base. Licensed Technology updates or upgrades will be installed by "over the air programming" ("**OTAP**"). Data network usage

for OTAP may exceed the data network communication rate plan selected by Customer and Customer is responsible for any "Overage Fees." Customer agrees to maintain its systems to be compatible with the CalAmp customer-supported browsers, configuration, and other system requirements.

#### **8. Fees PAYMENT AND CREDIT.**

- (a) **Fees and Expenses.** The fees and charges for the Offerings are set forth in the Order Form.
- (b) **Invoices and Payment.** Unless otherwise specified in the Order Form, invoices shall be submitted to Customer at time of shipment and payments shall be paid via Electronic Funds Transfer within thirty (30) days from date of invoice. CUSTOMER AGREES THAT TIME IS OF THE ESSENCE AND CUSTOMER AGREES TO MAKE PAYMENTS REGARDLESS OF ANY PROBLEMS CUSTOMER MAY HAVE WITH THE CALAMP SOFTWARE OR HARDWARE INCLUDING THE OPERATION, CAPABILITY, INSTALLATION, OR REPAIR THEREOF, AND REGARDLESS OF ANY CLAIM, SETOFF, COUNTERCLAIM, OR DEFENSE CUSTOMER MAY HAVE AGAINST CALAMP, THE MANUFACTURER, SALESPERSON, OR ANY OTHER PARTY, WITH THE EXCEPTION OF AN EXISTING RMA IN ACCORDANCE WITH **SECTION 10** OR A DISPUTED CHARGE IN ACCORDANCE WITH THIS **SECTION 8**.
- (c) **Late Charges.** Customer agrees to pay within the terms of sale as stated herein or on any invoice. CalAmp reserves the right to charge a late payment charge calculated daily as a percentage of the unpaid invoice balance from the date due, at the lesser of one and one-half percent (1½%) per month or the maximum rate permitted under applicable law. All credit terms granted to Customer or in Customer's favor by CalAmp, including any extensions or continuations thereof shall be at the sole discretion of CalAmp. CalAmp reserves the right to amend or terminate any or all credit terms at its absolute sole discretion without prior notice. In addition to all other rights and remedies in this Agreement or available by law, which shall be deemed cumulative, in the event of late or non-payment of fees, charges, or expenses, CalAmp may suspend Customer's access to the Application Services and communication network, suspend any Hardware shipments, or impose additional credit risk mitigation terms (e.g., payment in advance or other credit or payment criteria) as a condition of continued access and shipments. Customer shall reimburse CalAmp for collection and litigation expenses incurred to collect any late or nonpayment of fees or expenses, including reasonable attorney fees, and Customer shall pay a reinstatement fee per Hardware device if its communication network data line has been provided by CalAmp or a similar program to reactivate any suspended access to the Application Services and communication network if reinstatement is permitted. Customer agrees to indemnify and hold CalAmp harmless against any and all losses, liabilities, claims, damages, costs, or expenses, including costs of collection, legal fees, court costs and expenses incurred by CalAmp by reason of or arising out of or relating to any failure by Customer to make any payments under this Agreement as and when due.
- (d) **Taxes.** All prices and rates on an Order Form, or for any additional charges due or for services to be provided, do not include present and future personal property, sales, use, excise, GST, Universal Service Charge, value-added, franchise, license, gross receipts or other foreign, federal, state or local fees, taxes, duties or similar taxes or charges, which shall be paid by Customer (except for taxes based on the net income of CalAmp). If applicable, Customer may provide CalAmp with a tax exemption certificate annually that is acceptable to applicable taxing authorities. In the event Customer fails to pay such taxes or fees, CalAmp may, in its absolute sole discretion and without accepting any liability to do so, pay such taxes or fees on Customer's behalf and, in such event, Customer hereby authorizes CalAmp to pay any such taxes or fees on Customer's behalf, and Customer agrees to reimburse CalAmp promptly upon demand for the amount of any taxes, fees and charges that CalAmp pays on Customer's behalf. Customer will indemnify and hold CalAmp harmless from all claims, liability and expense arising from Customer's failure to pay any such taxes, including interest, penalties, and similar fees. taxes associated with the communication network are included in the Order Form but increases in taxes from the wireless telecommunications service provider during the Subscription Term may be passed on and charged to Customer.
- (e) **Disputed Charges.** If Customer in good faith disputes any invoice charges, and provided Customer is not then in default on any of its obligations under this Agreement, Customer may withhold payment of such disputed charge for not more than sixty (60) days from the invoice date, provided within thirty (30) days of receipt of such invoice, Customer has (i) delivered to CalAmp in writing a detailed statement of the exact basis of each disputed amount and (ii) paid all undisputed amounts. Thereafter, Customer will fully cooperate and use all reasonable efforts to promptly resolve the dispute. Customer's failure to provide such required notice within such thirty (30) day period constitutes a waiver of the right to dispute such charges. Customer's right to withhold payment does not apply to any amounts paid pursuant to an Electronic Funds Transfer Authorization.

#### **9. TERM AND TERMINATION.**

- (a) **Term.** The term of this Agreement begins upon the date on which Customer accepts this Agreement by clicking the box indicating Customer's acceptance, by executing an Order Form or other contract that references this Agreement, by purchasing the Offerings or otherwise entering into an Order Form or other contract with CalAmp, or by otherwise accessing and/or using the Offerings, whichever is the earliest, and shall continue until (i) the Subscription Term expires for the last active Order Form or other contract Customer entered into for the purchase of Offerings or under which Offerings are made available to Customer, (ii) Customer is no longer authorized to access and/or use the Offerings, or (iii) this Agreement is otherwise terminated earlier as provided hereunder, whichever is earliest.
- (b) **Subscription Term.** The Subscription Term may not be terminated except as provided under this Agreement. The Subscription Term for each Order Form shall automatically renew for successive 12-month periods unless Customer provides written notice of non-renewal to CalAmp at least ninety (90) days prior to the scheduled expiration of the then current Subscription Term. The renewal fee for each Order Form shall at the most recent fee paid by Customer under the applicable Order Form. Notwithstanding the foregoing, CalAmp reserves the right to change the renewal fees based on product improvements and/or related cost increases.
- (c) **Termination.**
  - (i) CalAmp may terminate this Agreement or any Order Form or Offerings upon written notice if Customer breaches any of its payment obligations under this Agreement or applicable Order Form or fails to have installation performed promptly following delivery of the Hardware and fails to cure such breach within five (5) days of written notice thereof.
  - (ii) Either party may terminate this Agreement or any Order Form or Offerings hereunder upon written notice if the other party:
    - (1) materially breaches this Agreement or the applicable Order Form and fails to cure such breach within thirty (30) days

following receipt of written notice of such breach; (2) becomes insolvent, files a petition in bankruptcy or becomes subject to a petition in bankruptcy filed against it that is not dismissed within thirty (30) days of its filing; (3) is placed under the control of a receiver, liquidator or committee of creditors; or (4) dissolves, ceases to function as a going concern, makes or attempts a general assignment for the benefit of creditors, or otherwise fails to conduct its business in the normal course.

(d) **Effect of Termination.**

- (i) Upon termination of an Order Form, this Agreement shall continue in full force and effect for all remaining Order Forms for the remainder of the Subscription Term of such remaining Order Forms. Upon termination or expiration of this Agreement, all Order Forms not previously terminated shall automatically terminate. Termination or expiration of the Agreement shall be without prejudice to any other rights or remedies of the parties. Upon termination or expiration of the Agreement or any Order Form:
- (1) Customer agrees to pay all amounts accrued and which subsequently accrue or otherwise become due and owing to CalAmp for all Offerings and Professional Services, and
  - (2) the rights and license granted to Customer under this Agreement shall terminate immediately with respect to the Application Services; however, shall continue with respect to the Licensed Technology to the extent Customer retains title to the Hardware. Customer acknowledges and agrees that its continued license and use rights of the Licensed Technology as set forth herein is provided "as is" and CalAmp has no liability or responsibility for the operation, support, maintenance, updates, upgrades, or customer support for the Hardware, including the embedded Licensed Technology.
  - (3) if Customer leases Hardware from CalAmp, Customer, at its expense, shall return the Hardware in good repair, ordinary wear and tear resulting from proper use thereof alone excepted, by delivering it, packed and ready for shipment, to such place as CalAmp may specify.
- (ii) Additionally, and except for prepaid subscriptions, CalAmp may exercise its remedies cumulatively and concurrently, regardless if an Agreement or Order Form is terminated or not, including:
- (1) the right to accelerate and declare immediately due and payable all outstanding fees for the balance of the scheduled Subscription Term plus any past due amounts, late charges, interest and all other fees and expenses, including legal and other expenses incurred in connection with the collection of all sums due under this Agreement and enforcement by CalAmp of its rights and remedies, including reasonable attorney fees, and
  - (2) the right to suspend performance and availability of the Offerings, as applicable.

**10. HARDWARE AND WARRANTY.**

- (a) **Hardware Limited Warranty.** Unless otherwise specified in an Order Form, the Warranty Period for Hardware purchases shall be twelve (12) months from the date of shipment. Notwithstanding the foregoing, the Warranty Period for Hardware leases shall be the duration of the lease term.
- CalAmp will repair or replace, at CalAmp's sole discretion, Hardware (excluding ancillary accessories) having Defects (or the defective part thereof), if Customer delivers proper notification to CalAmp as set forth in **Section 10(c)** below during the Warranty Period. Performance of CalAmp's obligations hereunder shall not extend the Warranty Period except that the Hardware repaired or replaced during this period shall continue to be warranted for the balance of such Hardware Warranty Period.
- (b) The warranty obligations described in **Section 10** shall not apply to: (i) Hardware normally consumed in operation such as fuses, cables, antennae or mounting brackets; (ii) Hardware that CalAmp determines has evidence of a broken seal, which will invalidate the warranty, or (iii) Hardware that CalAmp determines does not have Defect(s), or is not working or is damaged or causes damage as a result of Customer's unauthorized or improper use, storage or other non-warranted condition including but not limited to: (a) improper operation, (b) any combination, operation or use with equipment, software, services, technologies or processes not furnished by CalAmp; (c) detrimental exposure to corrosive or other chemicals, electric shock or surge, excessive temperature, impact or vibration, water, weather conditions or other elements not covered by an IP67 rating; (d) involvement in any collision, accident, explosion, fire or any man made or natural force of any kind including Act of God; and (e) tampering, alteration, improper installation or repair by any party other than CalAmp or its authorized installer(s). Repair or replacement under warranty of Hardware with Defect(s) will not extend the Warranty Period. Replacement Hardware or components may be new or reconditioned and may consist of comparable Hardware or components manufactured by the same or other manufacturers, in the sole discretion of CalAmp.
- (c) **Notification and Return Material Authorization.** Customer will provide CalAmp with proper notification that Hardware has a Defect. Proper notification will be deemed to have occurred only after (i) Customer has in good faith worked with CalAmp's customer support team by telephone or email to evaluate, troubleshoot, and test any Hardware that appears to have a Defect; (ii) CalAmp's customer support team determines that the Hardware appears to have a warranted Defect that cannot be repaired through telephone support or OTAP, and (iii) CalAmp authorizes and assigns a Return Material Authorization Number ("RMA") for the Hardware.
- (d) **Warranty and Repair Process.** Customer at its own cost shall uninstall the Hardware from the vehicle and return it, securely packaged, to a CalAmp-designated facility for repair with the assigned RMA clearly visible on each shipping form and carton. Inbound shipping will be paid by Customer and outbound standard shipping for warranty service will be borne by CalAmp, with Customer bearing all risk of loss during transit. Any other shipping requested by Customer will be at Customer's sole cost. (Hardware containing a battery must be shipped by ground or as required by law.) Customer consents to Licensed Technology updates or upgrades being installed with respect to any Hardware in CalAmp's possession under this **Section 10**. Certain Hardware may qualify for advance replacement, or advance replacement may be the only warranty fulfillment method available for the Hardware. If advance replacement applies, Customer must return the original Hardware with the Defect within fifteen (15) days of receipt of the replacement Hardware, failing which Customer agrees to pay CalAmp the then current full retail price of the replacement hardware plus shipping, which shall be due upon invoice. Hardware returned to CalAmp for repair under warranty that is determined to not be covered by warranty will be charged to Customer at a flat diagnostic/repair rate established by CalAmp, or if an advance replacement device has shipped, at the lesser of the price of the advance replacement device or the diagnostic/repair rate. Repair services for Hardware that is outside of warranty coverage may not be available and replacement may be required. In such event Customer shall pay for the replacement Hardware at the fees quoted by CalAmp at such time. If

non-warranty repairs are requested and are available, the diagnostic/repair costs will be set forth in the RMA and Customer's delivery of the Hardware to CalAmp constitutes agreement to these charges. Customer shall be responsible for the installation and the payment of any taxes or other charges, or fees associated with each repaired or replaced Hardware unit. On-site troubleshooting services are not covered under warranty and are available to Customer only upon request and will be subject to a separate agreement.

- (e) **Warranty Inapplicable.** NOTWITHSTANDING THE FOREGOING, CALAMP DOES NOT WARRANT AND SHALL HAVE NO RESPONSIBILITY FOR REPAIR OR OTHER LIABILITY FOR HARDWARE (INCLUDING LICENSED TECHNOLOGY EMBEDDED THEREIN) NOT MANUFACTURED BY OR SOLD UNDER THE CALAMP BRAND OR NAME, OR FOR OTHER EQUIPMENT, REGARDLESS OF WHETHER PURCHASED FROM OR FURNISHED OR INSTALLED BY CALAMP, AS TO WHICH HARDWARE OR OTHER EQUIPMENT CUSTOMER SHALL BE LIMITED SOLELY TO ITS RIGHTS AND OBLIGATIONS UNDER ANY THIRD-PARTY MANUFACTURER'S LIMITED WARRANTY OR OTHER AGREEMENT.
- (ii) **Disclaimer.** EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE OFFERINGS, THIRD PARTY SOLUTIONS, AND PROFESSIONAL SERVICES, OR ANY OTHER SOFTWARE, CONTENT, DATA, MATERIALS, SERVICES AND/OR TECHNOLOGY PROVIDED UNDER THIS AGREEMENT ARE PROVIDED "AS IS" AND "WITH ALL FAULTS," AND CUSTOMER ASSUMES ALL RISK AND LIABILITY ASSOCIATED WITH THE PERFORMANCE, USE AND RESULTS THEREOF. CALAMP EXPRESSLY DISCLAIMS ANY AND ALL OTHER REPRESENTATIONS AND WARRANTIES OF ANY KIND OR NATURE, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO ANY IMPLIED OR OTHER WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUALITY OR NON-INFRINGEMENT. NO WARRANTY IS MADE BY CALAMP ON THE BASIS OF TRADE USAGE, COURSE OF DEALING OR COURSE OF PERFORMANCE. NO EMPLOYEE OR CONTRACTOR OF CALAMP (INCLUDING ANY SALESPERSON OR INSTALLER) IS AUTHORIZED TO CREATE ANY WARRANTY OR PROMISE OR MODIFY ANY PROVISION OF THIS AGREEMENT. CALAMP DOES NOT WARRANT THE VALUE, ACCURACY OR SECURITY OF ANY DATA. CALAMP DOES NOT WARRANT THAT THE OFFERINGS, THIRD PARTY SOLUTIONS, AND PROFESSIONAL SERVICES OR ANY OTHER SOFTWARE, CONTENT, DATA, MATERIALS, SERVICES AND/OR TECHNOLOGY PROVIDED UNDER THIS AGREEMENT WILL MEET CUSTOMER'S REQUIREMENTS OR THAT THE OPERATION THEREOF WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT ALL ERRORS WILL BE CORRECTED. CUSTOMER ACKNOWLEDGES THAT CALAMP'S OBLIGATIONS UNDER THIS AGREEMENT ARE FOR THE BENEFIT OF CUSTOMER ONLY. THE SOLE OBLIGATION AND LIABILITY OF CALAMP, AND THE SOLE AND EXCLUSIVE REMEDY OF CUSTOMER FOR ANY BREACH OF WARRANTY SHALL BE REPAIR OR REPLACEMENT OF HARDWARE AND OTHER EQUIPMENT HAVING A DEFECT AS SET FORTH IN THIS **SECTION 10**. NOTWITHSTANDING THE FOREGOING, IF THE APPLICATION SERVICES UPTIME FALLS BELOW THE SERVICE LEVEL TARGET SET FORTH IN **EXHIBIT A**, CALAMP SHALL PROVIDE CUSTOMER WITH AN SLA CREDIT IN ACCORDANCE WITH **EXHIBIT A**.
- (iii) **Communication Network.** CalAmp is not responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet, and the Customer acknowledges that the Offerings may be subject to limitations, delays, and other problems inherent in the use of such communications facilities. Neither CalAmp nor its wireless network partners make any warranties with respect to the availability of the Offerings or the performance of any wireless network.

#### 11. Indemnity; Limitation of Liability.

- (a) **CalAmp Indemnity.** CalAmp will indemnify, defend, and hold Customer harmless against all actions, proceedings, suits, claims or demands that may be brought or instituted against Customer by any third-party based on or arising out of allegations that Customer's use of Offerings in accordance with the terms of this Agreement infringes any third-party Intellectual Property rights ("**Claims**"). CalAmp's foregoing obligation shall not extend to claims based on (i) unauthorized modification or use of Hardware or Offerings made by Customer or any third-party; (ii) the combination of Hardware with items not supplied by CalAmp or approved for use with such Hardware by CalAmp in Documentation to the extent such Claim would not have arisen but for the combination; or (iii) open-source software components. As a condition to CalAmp's indemnity obligation Customer shall give CalAmp prompt notice of any Claim, grant CalAmp sole control of the defense and/or settlement of any Claim (provided that CalAmp shall not enter into any settlement that admits liability on behalf of Customer or imposes any obligations on Customer other than cessation of use of the allegedly infringing item or payment of amounts indemnified hereunder without the prior written consent of Customer) and provide reasonable assistance as requested by CalAmp at CalAmp's sole expense. If Offerings associated therewith become, or in CalAmp's opinion may become, subject to a Claim or Customer's use thereof may be otherwise enjoined, CalAmp may, at its option, either: (a) procure for Customer the right to continue using such Offerings associated therewith; (b) replace or modify the Offering, so that it is non-infringing; or (c) if neither of the foregoing alternatives is reasonably practical, terminate this Agreement and refund any fees prepaid for the unexpired Subscription Term, if any, upon the return to CalAmp of any Hardware remaining in Customer's possession. To the extent permitted by applicable law, this **Section 11(a)** sets forth CalAmp's entire liability and Customer's exclusive remedy for alleged infringement.
- (b) **Limitations of Liability.** IN NO EVENT SHALL CALAMP'S AGGREGATED LIABILITY TO CUSTOMER OR ANY THIRD-PARTY UNDER THIS AGREEMENT, REGARDLESS OF THE CAUSE OF ACTION OR THEORY OF LIABILITY, EXCEED THE AMOUNT PAID BY CUSTOMER TO CALAMP UNDER THIS AGREEMENT OVER THE PRIOR 12 MONTHS. CALAMP SHALL NOT BE LIABLE TO CUSTOMER OR ANY THIRD-PARTY FOR CONSEQUENTIAL, INCIDENTAL, GENERAL, SPECIAL OR EXEMPLARY DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF OR DAMAGE TO CUSTOMER'S VEHICLES OR ASSETS OR LOSS OF PROFITS, REVENUES OR DATA, EVEN IF CALAMP HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. No action shall be brought for any breach of this Agreement more than one year after accrual of such cause of action except by CalAmp for money due on an open account. Certain of the above limitations may not apply in some states. To the extent that any such limitations are precluded in a given state, such preclusion shall not affect any other limitations not so prohibited or precluded.
- (c) **Open-Source Applications.** Customer acknowledges that CalAmp embeds some open-source applications in some of its Hardware. These open-source applications are not licensed by CalAmp to Customer pursuant to the provisions of this Agreement and this Agreement may not be construed to grant any such right and/or license. Customer shall have only such limited rights and/or licenses, if any, to use the open source applications as are set forth in the relevant agreements, available to Customer

upon request during the Subscription Term, solely as embedded in the Hardware in a fully assembled state and not separately as components CalAmp will have no obligation whatsoever under this Agreement to deliver, support or maintain any such open source applications, and CalAmp disclaims any and all warranties and other obligations, express, implied or statutory, with respect to any and all open source applications. CALAMP WILL NOT HAVE ANY LIABILITY ARISING FROM OR RELATED TO CUSTOMER'S USE OF THE OPEN-SOURCE APPLICATIONS REGARDLESS OF THE NATURE OF THE CLAIM OR THE NATURE OF THE ALLEGED DAMAGES, INCLUDING, WITHOUT LIMITATION, DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES.

## 12. CONFIDENTIAL INFORMATION.

- (a) **Definition and Ownership of Confidential Information.** "Confidential Information" is information disclosed by one party ("Disclosing Party") to the other party ("Receiving Party"), that is identified as confidential or which by its nature or circumstances of disclosure, a reasonable person would believe to be confidential. Confidential Information may also include third-party information in the possession of the Disclosing Party. Confidential Information is proprietary to the Disclosing Party or its rightful third-party owner, if applicable, and will remain the sole property of the Disclosing Party or such third-party. Except as necessary for CalAmp's provision of a Offerings under this Agreement, Confidential Information will remain subject to the following.
- (b) **Mutual Confidentiality Obligations.** The Receiving Party agrees with respect to Confidential Information to: (i) hold it in confidence and use it solely for the purposes described in this Agreement; (ii) not reproduce it and to protect it from dissemination; (iii) not create any derivative work based thereon; (iv) restrict its access to such of its personnel, agents, and/or consultants who have an identifiable need and who are bound by a written non-disclosure agreement that contains restrictions at least as protective as those set forth herein and who will remain responsible to the Disclosing Party for any violation thereof; and (v) at the Disclosing Party's request, return, or destroy it upon termination or expiration of this Agreement, and certify in writing that it has done so. Notwithstanding the foregoing, the Receiving Party is not required to return or destroy Confidential Information if to do so would violate applicable law or regulation, or judicial or governmental order, and may retain copies of the Confidential Information created as part of its computer back-up or archival procedures for the period it normally archives or backs up records, provided in either case such copies shall be subject to the confidentiality restrictions of this Agreement until purged or destroyed. Customer Data scheduled or to be scheduled for destruction by CalAmp in the normal course of business may be destroyed as provided in [Section 4](#) above.
- (c) **Confidentiality Exceptions.** Notwithstanding the foregoing, the provisions of [Sections 12\(a\)](#) and [12\(b\)](#) above will not apply to information that (i) is or becomes publicly available at or after the time of disclosure through no fault of the Receiving Party; (ii) is rightfully communicated to the Receiving Party by persons not bound by confidentiality obligations to the Disclosing Party; (iii) is already in the Receiving Party's possession free of any confidentiality obligations at the time of disclosure; or (iv) is independently developed by the Receiving Party without reference to or reliance upon the Confidential Information, as evidenced by the Receiving Party's written records. The Receiving Party may disclose Confidential Information (a) in response to a judicial or governmental order, provided it shall first give notice to the Disclosing Party (unless such notice is precluded by the order or by law) so to enable it to seek a protective order at no cost to the Receiving Party, (b) as required by law or regulation, or (c) in order to establish the Receiving Party's rights under this Agreement, including to make such court filings as may be required; provided that in each case, the Receiving Party reasonably minimizes such disclosures to the extent legally permissible. Customer further authorizes CalAmp to share Customer's information with any wireless telecommunications service provider responsible for the data network to permit the provider's compliance with any such orders, regulations, or laws.
- (d) **Injunctive Relief.** In addition to all other rights and remedies, the Disclosing Party shall be entitled to seek temporary, preliminary, and permanent injunctive relief in order to prevent or to restrain any breach or threatened breach of the obligations set forth in this [Section 12](#).

## 13. Security; Personal Information Data Protection and Privacy.

- (a) Customer agrees and understands that it is responsible for maintaining the confidentiality of passwords associated with any account it uses to access the Offerings. Accordingly, Customer agrees that it will be solely responsible to CalAmp for all activities that occur under its account. If Customer becomes aware of any unauthorized use of its password or of its account, it agrees to notify CalAmp immediately at +1 (866) 485-1257 option 3 or +1(866) 796-6842. Customer agrees that, in order to perform its obligations under this Agreement, CalAmp may collect personal information about Customer or, if applicable, Customer's customers, when Offerings are used, and about assets of Customer or, if applicable, Customer's customers. Customer understands and agrees that in conjunction with employee training, quality control and the provision of the Offerings, CalAmp and/or its agents or service providers may monitor the activities and location of the assets of Customer or, if applicable, Customer's customers and the usage of the CalAmp system. Further, Customer understands that CalAmp will use commercially reasonable steps to protect the privacy of Customer's personnel, provided, however Customer understands that privacy cannot be guaranteed on the CalAmp system or other systems such as those used to provide the Offerings, and CalAmp shall not be liable to Customer or any other third-party for any claims, loss, damages, or costs which may result from a lack of privacy through Offerings.
- (b) Customer consents to CalAmp using information about Customer and Customer assets to (i) administer the Services, (ii) electronically locate assets of Customer or, if applicable, Customer's customers equipped with Hardware in conjunction with providing Offerings, (iii) provide information to third-party service providers, wireless carriers or other persons for the purpose of providing Offerings, or in response to a subpoena or other legal process and (iv) use and share Customer information and statistics that do not include information that identifies Customer or, if applicable, Customer personnel or clients, personally. In addition, Customer consents to CalAmp using information about Customer and its assets including contact information and the types of Services that Customer purchases and uses to (i) enforce the terms of this Agreement, (ii) prevent fraud and respond to regulatory and legal requirements, or in conjunction with a government inquiry, or in litigation or dispute resolution and (iii) with Customer's consent, share information with CalAmp affiliates in conjunction with the Offerings and for the purpose of providing Customer with any promotional offers and marketing materials. Customer also consents and agrees to the use of Customer personal information to (i) administer Customer's account, including for credit and collections purposes, and (ii) disclose such information to Customer's bank or to a third-party collection agency. Customer may obtain a copy of the full text of the CalAmp

Privacy Policy Statement by contacting CalAmp's Privacy Officer or visiting our website at <https://www.calamp.com/privacy-policy/#policy-nav>. CUSTOMER ACKNOWLEDGES THAT IT IS CUSTOMER'S RESPONSIBILITY TO ADVISE ALL OCCUPANTS OR USERS OF ASSETS OF CUSTOMER OR, IF APPLICABLE, CUSTOMER'S CLIENTS THAT ARE EQUIPPED WITH HARDWARE ABOUT HOW INFORMATION ABOUT THEM MAY BE COLLECTED, USED AND DISCLOSED BY CALAMP

- (c) If Customer wishes to have a copy of its personal data held by CalAmp, Customer should contact CalAmp's Data Protection Officer in writing at [privacy@calamp.com](mailto:privacy@calamp.com). A fee may be payable.
- (d) Each party shall cooperate fully to enable the other party to fulfill its obligations under applicable laws and regulations regarding the protection of personal data and to review and adopt requirements imposed on Controllers and Processors by the GDPR, if applicable. In the performance of its obligations under the Agreement, CalAmp shall comply with the applicable relevant legislation and regulations with regards to the protection of personal data relating to the Customer. CalAmp shall process the personal data relating to the Customer exclusively for the Customer's benefit, to the extent necessary for the fulfillment of its obligations under the Agreement. CalAmp shall take appropriate technical and organizational measures to protect the personal data relating to the Customer against unauthorized or unlawful processing.

**14. Use Of Web Application.** CalAmp maintains a web application that Customer may access in connection with the Offerings Customer purchases from CalAmp or CalAmp's authorized agents. Customer agrees that Customer will not use or attempt to use this web application for any purpose: 1) that is any way unlawful or prohibited, 2) that transmits any unauthorized or unsolicited advertisements, solicitations, schemes, spam, flooding, or other unsolicited e-mail or unsolicited commercial communications, 3) that transmits any viruses, 4) that interferes with CalAmp's network services; 5) that attempts to gain unauthorized access to CalAmp's network services, or 6) that impairs or limits CalAmp's ability to operate this web application or any other person's ability to access or use the web application. Customer agrees that Customer will only access or use information related to Customer in accordance with the Offerings Customer purchases, and not for any illegal purposes. Customer agrees that Customer will access this web application at Customer's own risk. CalAmp reserves the right to modify this web application at any time without Customer's consent. CUSTOMER ASSUMES ALL RESPONSIBILITY AND RISK FOR THE USE OF THIS WEB APPLICATION, SERVER, AND THE INTERNET GENERALLY. CUSTOMER UNDERSTANDS AND AGREES THAT CALAMP WILL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE, OR EXEMPLARY DAMAGES RESULTING FROM, OR IN ANY WAY CONNECTED TO, CUSTOMER'S ACCESS TO, USE OF, INABILITY TO USE, OR RELIANCE ON THE WEB APPLICATION OR ANY MATERIALS, INFORMATION, PRODUCTS OR SERVICES OBTAINED OR ACCESSED THROUGH THE WEB APPLICATION. FOR THOSE JURISDICTIONS THAT EITHER DO NOT ALLOW OR PLACE RESTRICTIONS UPON THE EXCLUSION OR LIMITATION OF DAMAGES IN CERTAIN TYPES OF AGREEMENTS, THIS LIMITATION SHALL BE CONSTRUED TO PERMIT THE MAXIMUM EXCLUSION OR LIMITATION PERMITTED BY APPLICABLE LAW.

**15. Governing Law and Dispute Resolution.**

- (a) **Governing Law.** This Agreement will be governed by and interpreted in accordance with the laws of the State of California, United States, without regard to conflicts of law principles. This Agreement shall not be governed by the United Nations Convention on Contracts for the International Sale of Goods. Any printed or electronic form or copy of this Agreement is admissible in any judicial or administrative proceedings to the same extent as other business documents and records.
- (b) **Dispute Resolution.** Subject to the agreement to arbitrate set forth herein, exclusive jurisdiction and venue for actions arising from or related to this Agreement or Customer's use of the Offerings will be the state and federal courts located in Orange County, California, United States, and both parties' consent to the jurisdiction of such courts with respect to any such actions.

**16. General.**

- (a) **Force Majeure.** Notwithstanding any other provision of this Agreement, neither party shall be deemed in default of this Agreement for delay, failure in performance, loss, or damage due to any of the following force majeure events: fire, strike, embargo, explosion, interruptions, or irregularities in power or connectivity, earthquake, nuclear accident, terrorism, volcanic action, flood, war, epidemic or pandemic, water, the elements, labor disputes, civil disturbances, the requirements of any government, civil or military authority, acts of God or public enemy, inability to obtain or secure products or transportation facilities, acts or omissions of common carriers or other causes beyond a party's reasonable control, whether or not similar to the foregoing.
- (b) **Assignment.** Neither party may assign its rights or obligations under this Agreement without the prior written consent of the other party, which consent shall not be unreasonably withheld, conditioned or delayed, provided that consent shall not be required in conjunction with the merger, transfer or sale of a majority of a party's outstanding voting capital stock or substantially all of its assets, or other transaction effecting a change of control, nor is consent required for CalAmp's sale or assignment of accounts receivable or subcontracting any of its performance obligations hereunder. This Agreement shall be binding upon and inure to the benefit of the parties' successors and permitted assigns.
- (c) **Compliance with Laws.** Customer agrees that with respect to the Offerings, Customer's use (including the handling and disposal of Hardware subsequently uninstalled from a vehicle) will comply with all applicable laws, statutes, regulations, ordinances, and rules of governmental authority, and to hold CalAmp harmless from liability or loss by reason of any asserted or established violation of said laws, statutes, regulations, ordinances or rules by Customer or anyone Customer authorizes to use a vehicle equipped with the Offerings. CalAmp is not liable for any claims or damages that may arise out of the fact that GPS and/or starter disablement technologies are not permitted, or used in compliance with applicable law, in a particular jurisdiction. Customer will not directly or indirectly export, re-export or transmit in violation of any export laws, rules or regulations of Canada or the United States. Where applicable, Customer will advise its authorized drivers, employees, and contractors that vehicles are tracked and detailed operating information is collected, stored, and reported. If Customer has authorized a third-party to receive data and information from CalAmp related to Customer's account, including data pertaining to vehicle location and driver operating behavior, then to the extent CalAmp agrees to provide such data and information, Customer agrees that such third-party (and not CalAmp) is solely responsible for the handling of that shared data and information, including responsibility for compliance with all laws (including the laws of privacy) pertaining to the sharing, use and retention thereof.
- (d) **Notices.** Customer may send notices required under this Agreement to CalAmp at the following address:

**CalAmp Wireless Networks Corporation**

Attention: Legal Department  
15635 Alton Parkway, Suite 250  
Irvine, California 92618  
USA

With a copy to: [Legal@calamp.com](mailto:Legal@calamp.com)

- (e) **No Third-Party Beneficiaries.** This Agreement is intended solely for the benefit of the parties, their successors and permitted assigns. There are no express, implied, legal, or equitable rights or benefits conferred upon any third-party.
- (f) **Independent Contractors.** Each party is an independent contractor and not a joint venturer, or agent of the other, and will have no authority to bind the other to any contract or commitment of any type.
- (g) **Promotion.** CalAmp and the Customer agree that they shall issue a joint press release immediately following the full execution and delivery of this Agreement. CalAmp may also prepare, marketing materials without the prior written approval of the Customer. Customer hereby grants CalAmp a limited, non-exclusive, royalty-free, transferable, and sublicensable, worldwide license during the Subscription Term of this Agreement to use, solely in connection with this Agreement, Customer's Trademarks.
- (h) **Order Form of Precedence.** In the event of a conflict between the terms of this Agreement and the terms of an Order Form, the terms of an Order Form shall take precedence. Any additional or different terms contained in a Customer purchase order whether such terms would materially alter this Agreement, shall be deemed objected to by CalAmp and of no force or effect unless the parties expressly amend this Agreement in writing.
- (i) **Waivers of Default.** A party's waiver of any breach or default shall not be deemed a waiver or modification of any term or condition of this Agreement, a continuing waiver of such breach or default or a waiver of any other breach or default.
- (j) **Survival.** The expiration or termination of this Agreement shall not terminate vested rights of either party unless this Agreement expressly specifies otherwise, or release either party from any liabilities or obligations incurred prior to expiration or termination, or from obligations which by their express terms or by their nature are intended to survive expiration or termination in order to achieve the intent of the parties.
- (k) **Headings.** Section headings are solely for the convenience of the parties and shall not affect the meaning or interpretation of any term or condition of this Agreement.
- (l) **Entire Agreement.** This Agreement constitutes the entire agreement between the parties with respect to its subject matter and supersedes all prior oral or written proposals, negotiations, and agreements between the parties relating to the subject matter. No modifications to this Agreement or waivers will be enforceable unless evidenced in writing and signed by both parties.
- (m) **Severability.** If any provision of this Agreement shall be held invalid or unenforceable by a court or other forum of competent jurisdiction, such invalidity or unenforceability shall not invalidate or render unenforceable the entirety of this Agreement. Unless a failure of consideration would result, the invalid or unenforceable provision will be deemed revised to the minimum extent necessary in order to make this Agreement valid and enforceable (provided this Agreement as revised continues to substantially reflect its original intent).



**Exhibit A**  
**Service Level Agreement**

Service Level Agreement (SLA) for CalAmp Telematics Cloud  
Application Services Availability (SA) Target –99.5%  
Service Availability (SA) Metric Calculation

The SA metric is the ratio expressed as a percentage of Available Time divided by the Total Time in any quarterly period. Specifically:

Available Time: Total number of minutes in the period MINUS the number of minutes of outages in the period when the Application Services were not available and responsive to end-users (without regard to data network availability).

Total Time: Total number of minutes in the period.

SLA	Service Credit
=>99.5%	No Credit Due
<99.5%>95%	5% Service Credit
<95%>90%	10% Service Credit
<90%	15% Service Credit

The Service Credits set forth in the table above are subject to the following:

- 1) The Application Services require periodic system downtime to allow for software upgrades and system maintenance. These are announced in advance and are scheduled at off-peak times. Periodic system downtime is not included in the SA calculation, though for the most part every cloud deployment is done with no downtime.
- 2) CalAmp relies on partners (Verizon, AT&T, Amazon, etc.) for service and is not in control of their operational performance. These outages are rare occurrences, and we work closely with our partners to restore service as quickly as possible. We reserve the right to disregard partner-related outages in our SA calculation.
- 3) CalAmp measures service levels based on overall system performance and consider a system unavailable when a significant part of the Application Services is working below expectation, or a significant number of devices are not reporting. Single device behavior or specific system bugs are not considered in the SA calculation.