Annex C: Tektome Credit Terms of Use

These Tektome Credit Terms of Use (hereinafter referred to as the “Terms”) set forth the contractual conditions for the purchase, management, and use of credits in connection with the cloud services, professional services, and other related services (collectively, the “Services”) provided by Tektome Ltd (hereinafter referred to as the “Company”). These Terms constitute an integral part of the Tektome Master Service Agreement (MSA) and Annex B: Tektome Terms of Use established by the Company.

Article1 （General Provisions）

1. Users shall purchase and use the credits (as defined below) in accordance with these Terms, having fully understood and agreed to the contents hereof. By using the Services, the User shall be deemed to have agreed to these Terms.

To the maximum extent permitted under applicable Laws and Regulations, and in accordance with any procedures required thereunder (if any), the Company may amend these Terms by notifying the User or by posting on its website or by other appropriate means the following information: (i) a statement that these Terms will be amended, (ii) the contents of the amended Terms, (iii) the effective date of such amendment, and any other matters the Company deems necessary. Following such amendment, the amended Terms shall apply. If the User continues to use the Services after the amendment of these Terms, or does not take the procedures to delete its account, the User shall be deemed to have consented to the amendment of these Terms. The Company may, for the purpose of implementing such amendment, suspend the use of all or part of the Services.

Article2 （Definitions）

For the purposes of these Terms, the following terms shall have the meanings set forth below:

(1) “Account” means a unique account assigned to a User for the use of the Services.
(2) “ID” means a unique identifier used to represent a User within the Services.
(3) “Platform” means the platform provided by the Company under the name

“Tektome.”
(4) “Credit Pool” means the pool in which the Credits purchased by the User are held. All Credits are recorded in this pool on the Platform and are consumed in accordance with the User’s utilization of the Company’s Services.
(5) “Balance” means the total amount of Credits held by the User.
(6) “Eligible Services” means those products or services provided by the Company to the User for which the User may apply all or part of the Credits as payment. The Credits shall be consumed in accordance with the method prescribed by the Company, depending on the provision or use of such services.
(7) “Issuance Date” means the later of (including the same day as) the date on which the value of the Credits is printed or recorded on a certificate, electronic device, or any other medium, or the date on which a certificate, number, symbol, or other code is delivered or assigned to the User. The Credits may only be used as consideration for the use of the Services provided by the Company.
(8) “Credits” mean the Tektome Credits issued by the Company, representing a monetary value that may be used by the User as payment for the purchase of products or services provided by the Company. However, the Credits may not be used for the purpose of obtaining economic benefits such as redemption or refund, and their use may be restricted at the discretion of the Company.
(9) Any terms not defined herein shall have the meanings ascribed to them in the MSA and Annex B: Tektome Terms of Use established by the Company. In the event of any inconsistency between definitions, interpretation shall be made in accordance with the order of precedence set forth in the MSA.

Article3 （Issuance and Purchase of Credits）

1. Users may purchase the Credits through the Order Documents, including order forms, application forms, or other formats designated by the Company.
2. The terms and conditions for the sale of the Credits — including, but not limited to, the purchase price per unit, minimum purchase quantity, and payment terms — shall be as specified in the applicable Order Documents. The Company reserves the right to modify such sales conditions from time to time to the extent permitted under applicable Laws and Regulations.
3. The Company may sell the Credits to the Users who remit payment in foreign currency. In such cases, the amount paid in foreign currency shall be converted into pounds (GBP) based on the exchange rate determined by the Company.
4. There shall be no upper limit on the total balance of the Credits that a User may hold in its Credit Pool.
5. The Credits purchased or granted shall be deemed issued upon being recorded as a balance in the Credit Pool on the Platform, or upon the User’s receipt of a written notice separately issued by the Company.

6. When purchasing the Credits, the Company may require the User to submit documentation evidencing that the User is a corporation or other business entity (such as a certificate of registered matters or other documents as the Company may require).

Article4 （Payment for Eligible Services, etc.）

1. The Users may use their Credits, up to the amount of their available Balance, as payment for the Eligible Services. The Credits may not be used as a means of payment for any products or services provided by third parties other than the Company.
2. The consumption of the Credits for the use of the Eligible Services shall be effected on an immediate consumption basis, whereby the Credits corresponding to a given use are consumed immediately at the time the User uses the relevant service (the "Immediate Consumption Method"). Unless otherwise expressly specified by the Company in writing or in the applicable Order Documents, the Immediate Consumption Method shall apply to all Services. A certain time lag may arise before such consumption is reflected in the Credit balance, depending on system processing conditions and other factors. The User shall comply with the unit price and consumption method prescribed by the Company.
When the User utilizes any Eligible Services, payment shall be deemed to have been made by deducting from the User's Credit Pool balance, on each occasion of such use, an amount equivalent to the service fee corresponding to the volume of such usage.
3. The specific service fees for Eligible Services shall be determined based on the fee schedule or contractual documentation (such as the Order Documents) separately established by the Company. Such fees shall be calculated by the Company in accordance with the method it prescribes, based on the actual usage of the Services by the End Users, and expressed as the number of the Credits consumed.
4. The Credits may also be used, in whole or in part, to pay compensation for the Professional Services provided by the Company pursuant to the Professional Services Terms of Use.
5. The Users shall, in principle, use the Services only within the limits of their available Credit Pool balance. However, if, for any reason, the Services are used in excess of such balance, the User shall promptly settle the deficiency amount and, in addition, pay to the Company an additional amount equal to 10% of such deficiency as an extra payment. The deficiency may be settled by purchasing additional Credits; however, the additional 10% payment shall not be reflected as part of the Credit balance.
6. If the Company becomes obligated, for any reason, to refund any amount

previously paid by the User, such refund shall be made in the form of the Credits. In such case, the validity period of the refunded Credits shall not be extended in accordance with Article 10, Paragraph 2.

Article5 （**Prohibition of Transfer of Credits**）
Credits may not be transferred to any other Users.

Article6 （**Prohibition of Acceptance of Transferred Credits**）

Users may not accept or acquire the Credits transferred from other Users.

Article7 （**Confirmation of Credit Balance**）

The balance and validity period of the Credits may be checked on the Platform or by making an inquiry to the Company.

Article8 （**Prohibited Acts**）

The Company prohibits the Users and any third parties from engaging in any of the following acts (collectively, the "Prohibited Acts") in connection with the Services. If a User engages in any act that the Company determines falls under any of the Prohibited Acts, the Company may suspend the User's use of the Credits or invalidate the Credits in whole or in part. The Prohibited Acts set forth below may be modified or supplemented by the Company from time to time, and Users shall have the obligation to review the most up-to-date version when using the Services.

(1) Acts that violate applicable Laws and Regulations, or these Terms;
(2) Obtaining the Credits through fraudulent means or using the Credits obtained through such fraudulent means with knowledge thereof;
(3) Forging, falsifying, or otherwise tampering with the Credits;
(4) Engaging in antisocial behavior;
(5) Acts that violate public order or morals;
(6) Engaging in obscene or violent expressions, or using the Services for dating or other inappropriate purposes;
(7) Conducting religious activities or soliciting participation in religious organizations;
(8) Impersonating others or misrepresenting one's account identity;
(9) Using the Services by misusing another User's or End User's credentials;
(10) Randomly submitting applications or requests without legitimate purpose;
(11) Attempting to register again for the Services after being suspended for

violations;
(12) Transferring or selling one's account to a third party;
(13) Sharing a single account among multiple persons;
(14) Holding multiple accounts by a single individual;
(15) Engaging in real-money trading or money-laundering activities;
(16) Any act that the Company deems inappropriate for the operation of the Services;
(17) Any other act that the Company reasonably determines to be inappropriate.

Article9 （**Prohibition of Refunds**）

Users may not request any refund or cash redemption of their Credit balance. However, if the Company fully discontinues the use of the Credits due to changes in economic conditions, amendments or abolishment of applicable Laws or Regulations, or for any other reason at the Company's discretion, the Company shall refund the remaining Credit balance to the Users by a method it deems reasonable. The specific refund method and related procedures shall be separately determined by the Company and announced via posting on its website or by other appropriate means.

Article10 （**Validity Period of Credits**）

1. The Credits shall remain valid for a period of twelve (12) months from the date on which they are recorded on the Company's Platform.

2. If the User purchases additional Credits, the validity period of all unused Credits held by the User shall be extended by an additional twelve (12) months, calculated from the date on which such additional purchase is recorded.
3. Notwithstanding the foregoing, all Credits held by the User shall expire under any of the following circumstances:
(1) When no additional purchase of Credits is made within the validity period and the validity period expires on its expiration date; or
(2) When there has been no substantial use of the Services (including login or use of features) for six (6) consecutive months, and the Company terminates the agreement associated with the relevant account.

Article11 （**Contact Information**）

For any inquiries regarding the Services, please contact your designated sales representative.

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Basic Information on the Tektome Credit

(1) Name of the Credit
Tektome Credit
(2) Name of the Operating Entity
Tektome Ltd
(3) Unit Name of the Credit
Credit
(4) Number of Credits Corresponding to One Pound (GBP)
The purchase unit price of the Credits (the price per Credit denominated in pounds sterling (GBP)) shall be determined on a contract-by-contract basis in the Order Documents, taking into account movements in foreign exchange rates and other relevant factors. The unit price shall, in principle, be reviewed once per year, and in the event of significant fluctuations in foreign exchange rates, the Company may, upon prior notice, revise the unit price applicable to subsequent purchases. Any revision of the unit price shall not apply to the balance of the Credits issued prior to such revision.
(5) Maximum Amount of Credits per Transaction
No limit on the amount of Credits that may be purchased or used in a single transaction.
(6) Maximum Credit Balance Retained in the Credit Pool
No limit.
(7) Validity Period of Credits
Credits shall remain valid for twelve (12) months from the date they are recorded on the Platform. If the User purchases additional Credits, the validity period of all Credits, including unused balances, shall be renewed for an additional twelve (12) months from the date of such purchase. If no additional Credits are purchased for more than twelve (12) consecutive months and the remaining balance has expired, the Service Agreement may be terminated in accordance with the MSA.
(8) Scope of Facilities or Services Where Credits May Be Used
Limited to the Services provided by the Company.
(9) Eligible Users
Limited to corporations and other business entities. Use by individuals or consumers is not permitted.
(10) Transferability of Credits
Transfers of Credits between Users are not permitted.
(11) Method of Confirming Unused Credit Balance
The balance can be confirmed on the Platform.
(12) Location of Office and Contact Information for Complaints or Inquiries
For inquiries related to end-user support, please contact us via the Company’s designated online support tool or by email at cs-jp@tektome.com. For all other inquiries, please contact your assigned sales representative.

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Tektome Ltd