

SWAGIT Product Specific Terms

Version 5 June 2025

In addition to the terms and conditions of your agreement with Granicus, your use of the Swagit product offerings (including hardware, software and services) will be governed by the additional terms set forth below. Any conflict between the terms of your agreement with Granicus and these product-specific terms will be resolved in favor of these terms solely as it relates to the Swagit Product.

1. AVIOR Broadcaster Hardware.

a. Fifty percent (50%) of the total fees due for the hardware, pre-installation services, and set-up and deployment services will be invoiced upon contract signature. The remaining fifty percent (50%) balance of the hardware fees and fees due for pre-installation and set-up and deployment services will be invoiced upon completion of installation of the hardware at Client's designated location.

b. Cancellation of any order for Avior Broadcaster hardware will result in Client's obligation to pay Granicus twenty percent (20%) of the total fees due for the hardware as a restocking fee plus any fees due for services completed up to the date of cancellation, and Client is responsible for all costs associated with the return of the hardware to Granicus in resale condition.

c. Fees for Swagit Subscription Services related to Avior Broadcaster equipment will be invoiced upon contract signature. The initial subscription term will be prorated to reflect a ten (10) month subscription period to account for installation time. The full twelve (12) month renewal term will commence on the anniversary of the contract execution date.

2. EASE Encoder Hardware.

a. 100% of EASE encoder hardware fees and fees for installation and configuration will be invoiced upon contract signature. EASE encoders are not eligible for return or refunds.

b. Fees for Swagit Subscription Services related to EASE encoders will be invoiced upon contract signature and will be prorated to reflect an initial eleven-month term. The subsequent full twelve (12) month renewal term will commence on the anniversary of the contract execution date.

3. Warranty. All equipment is provided to Client with the manufacturer's warranty associated with such equipment. Granicus disclaims all warranties, express or implied associated with the equipment, including any implied warranties of merchantability

and fitness for a particular purpose. Granicus will provide Client with all documentation associated with the manufacturer's warranty upon request.

4. Camera and Broadcast Operations. Granicus may need to operate the camera and broadcast system remotely. Such remote operation requires access via inbound TCP port 2001, outbound TCP ports 21, 80, 443, 1935, 5721, and outbound UDP ports 53, 123. The Client will need to supply Granicus with access to such TCP and UDP ports with respect to the Client's Internet connection. Granicus will not be responsible for remote camera operations should Client fail to give Granicus such access, or if Client's Internet connection is interrupted. Additionally, in the event the Granicus needs to operate such system manually, the Client will provide access to the equipment at the Site designated by the Client in the Scope of Work.