

EXHIBIT A. 1

MSP SUBSCRIPTION SERVICE GUIDE

1. SUPPORT

Plat4mation will provide support for the Subscription Service as set forth in the Support Policy attached to this Subscription Service Guide as Exhibit A.2 and incorporated herein by reference. The Support Policy may be updated periodically.

2. UPGRADES AND UPDATES

Plat4mation will provide upgrades and updates to the Subscription Service as described in Exhibit A.3 Upgrade Policy attached to this Subscription Service Guide and incorporated herein by reference. The Upgrade Policy exhibit may be updated periodically.

3. DATA PROCESSING ADDENDUM

The parties' agreement with respect to the processing of personal information submitted to the Subscription Service is described in the Data Processing Addendum attached to this Subscription Service Guide as Exhibit A.4 and incorporated herein by reference. The Data Processing Addendum may be updated periodically.

4. INSURANCE

Plat4mation agrees to maintain in effect during the Subscription Term, at Plat4mation's expense, the following minimum insurance coverage:

3.1 Commercial General Liability Insurance ('*Bedrijfsaansprakelijkheidsverzekering*'), with a limit of €5,000,000 per claim and a € 10.000.000,00 per annum limit;

3.2 Professional Liability Insurance ('*Beroepsaansprakelijkheidsverzekering*'), with a € 2.000.000,00 per claim limit and a € 2.000.000,00 per annum limit,

5. AVAILABILITY SERVICE LEVEL

For the availability of the Subscription Service the Service Levels as provided by the third party providing the hosting of the Subscription Service apply.