



Statement of Work #001

THIS STATEMENT OF WORK NO. 001 ("SOW" or "Agreement") is made as of October 29, 2024 (the "Effective Date"), by and between PPT Solutions dba BridgepointeCX ("BPTCX") and EGIA ("Client"). WHEREAS the Client desires to retain BPTCX to provide certain Services, as defined below, upon the terms and conditions hereinafter set forth, and BPTCX is willing to perform such services.

1.0 Service Summary:

Client hereby engages BPTCX to perform the services set forth in Section 3.0, herein referred to as the "Services," and to deliver certain agreed upon products therefrom, as specified in Section 3.2, herein referred to as the "Deliverables". In addition, BPTCX agrees to perform, upon the terms and conditions set forth herein, such other services and at such prices as the parties shall mutually agree upon.

2.0 Terms of Service

BPTCX shall commence work under this SOW on or about October 31, 2024 and BPTCX is expected to complete services under this SOW on or before January 3, 2025. The timeline can be extended with mutual agreement by both parties.

3.0 Services

3.1 Scope of Work

A BPTCX Resource(s) will assist in the installation and deployment of the Talkdesk applications and features outlined in this section, on Client's production instance, including the following core configurations:

- **Inbound Voice Flow**
 - BPXCX will build and configure Talkdesk Studio Flow(s) for Voice
 - Auto Pilot (check Auto Pilot) section of this document)
 - Support for up to two (2) language(s)
 - Caller may be presented with a menu list of options (options 1-9) up to three (3) level(s) deep,
 - IVR Flow may include the following features, as applicable:
 - Hours of Operation: Business Hours and Holidays validation
 - Call and Voicemail Greetings
 - Studio Functions component, if required
 - Note: Any logic that requires custom development is out of scope for this engagement.
- **Talkdesk Phone:**
 - Installation of the applications Unified Communications - Voice and Unified Communications - Voice Admin.
 - Enable Talkdesk Phone for the account and, if that is desirable/necessary, enable the Account Number (optional - enable all Phone users to use the Account Number as the outbound call ID).
 - Configuration of the following Talkdesk Phone Settings per user:
 - Voicemail settings
 - DID or extension for users



- Ring Groups
 - Do not Dial (DND)
 - Call Waiting
 - Caller ID
- **Connections:**
 - BPT CX will configure the Talkdesk Connections to send up to one (1) standard event-based messages (Actions) to clients CRM using a client-provided RESTful API endpoint(s).
 - Assumes only standard available events and fields are required (includes Studio IVR Flow variables, dispositions and recording URLs).
 - If applicable, Automation Tool may be used to accomplish screen pops.
 - Assume Client will provide a web service capable of sending/receiving a JSON file (REST API). The client is responsible for all development with connecting systems using Talkdesk open API documentation.
- **Proactive Notifications:**
 - BPT CX will configure the Proactive Notification Agentless Dialer application as follows:
 - Assumes the contact list will be manually uploaded using CSV files and no CRM integration is required for the dialer
 - Supports Voice and SMS campaigns only.
 - SMS - Includes the creation of one (1) campaign and or template.
 - Voice - Includes the creation of three (3) campaigns and or templates
- **Auto Pilot (Voice, Complex)**
 - BPT CX will configure one (1) Auto Pilot Flow to understand caller/message intent
 - The Auto Pilot configuration assumes the following scope:
 - Included Channels:
 - Voice Channel
 - Intended Auto Pilot Experience:
 - Auto Pilot will receive an Input of the customer ID or zip code to look up any rebate Information associated with said account.
 - If the Autopilot does not resolve the questions, Auto Pilot will escalate the conversation to a single-level Studio Flow for basic routing to a Queue or an agent.
 - Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Russian, Spanish (Latin America), Spanish (United States), Swedish, Thai (Thailand), Turkish, Ukrainian.
- **Customer Experience Analytics:**
 - BPT CX will enable and configure the Customer Experience Analytics package with the following included features:
 - AI & Automated QM via Talkdesk QM Assist
 - Provides searchable call transcripts and fully automated, AI-driven interaction scoring custom tailored to unique evaluation criteria
 - Client is responsible for configuring the appropriate AI keywords for each question in each form
 - BPT CX will provide guidance on how to use the existing AI tools for automated scoring and configure up to five (5) AI-enabled questions, each with up to ten (10) Client-provided keywords or phrases, in up to two (2) evaluation form(s).
 - Implementation will support up to two (2) AI Flow(s) with up to two (2) language(s) via AI Launchpad to support the following features.
 - The client is responsible for configuring any additional AI Flows as applicable.
 - Talkdesk Interaction Analytics



- This Package expands transcription quality and sentiment insights with multilingual speech-to-text transcriptions, custom vocabulary, and high word accuracy rate.
- Supported channels include Voice, SMS, Chat and Virtual Agent (Voice and Digital)
- Interaction Sentiment
- Supported languages: German, English, Spanish, Italian, Portuguese, French, Japanese, Korean, Hindi, Arabic, Chinese (simplified and traditional).

3.2 Deliverables

Consultant shall complete the following milestones (“**Milestones**”) and deliver the following deliverables (the “**Deliverables**”):

- Design Workbook/Discovery Report
- Inbound Flow and TD instance standard Configuration
- Internal Unit Testing
- User Acceptance Testing (UAT) support
- Training
- Agent Training
 - End User (Agent)
 - ADMIN
 - Supervisor
- Post Implementation /Hypercare Stabilization period. Post Implementation Stabilization period

3.3 Place of Performance

Tasks associated with this project will be performed remotely with any required travel approved by both the Company and Consultant and performed at the Company’s locations in the United States.

3.4 Acceptance Process

Client will have up to five (5) business days from the date a Deliverable is delivered in which to determine whether the Deliverable is accepted. If a Deliverable is accepted, Client shall provide the BPTCX notification that such Deliverable has been accepted. If a Deliverable is rejected, client shall deliver the BPTCX notification describing any defects with particularity. Promptly after receiving the notification, BPTCX shall correct the defect and redeliver the Deliverable to client so as not to contain any defect. The BPTCX’s efforts to correct a defect will be provided at no additional charge to Client.



3.5 Change Order

Any change that modifies the cost or impacts the scope or schedule of this SOW must be pre-approved in writing by both Parties prior to the start of work. Change requests must identify (a) the reason for the change request, (b) additional services required, (c) cost impact, (d) hours required, and (e) any impact to the project timeline. An addendum will be jointly agreed to by BPTCX and Client.

3.6 Hours of Operation

Standard Support Hours of Operation BPTCX agrees to provide remote services for Client during the following hours of operation:

- Standard Hours: Monday-Friday 8 AM – 6 PM Eastern. Changes to Hours of Operation must be agreed upon between Client and BPTCX in advance. Services will be requested by phone or email and performed during published business hours, excluding the BPTCX Holiday Schedule as updated on an annual basis.

4.0 Roles and Responsibilities

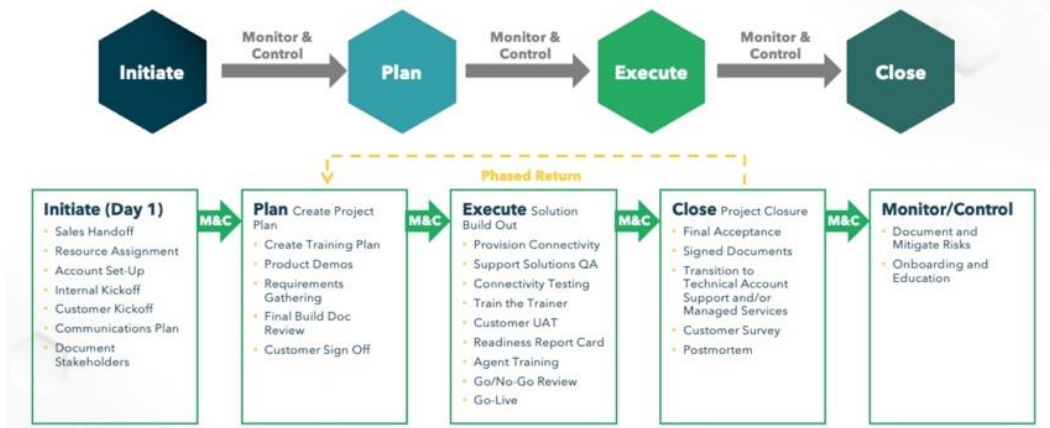
BPTCX Roles	Resource Count	Role Description
Engagement Lead	1	<ul style="list-style-type: none"> • Providing project oversight • Primary contact for Project Sponsor and Stakeholders to resolve any critical escalated issues/concerns.
Project Manager	1	<ul style="list-style-type: none"> • Primary point of contact during implementation • Project planning, scheduling, alignment of resources. • Issue and Risk Tracking and Analysis; Risk Mitigation • Status reporting • Responsible for leading migration and deployment planning
Solutions Consultant	1	<ul style="list-style-type: none"> • Responsible for overall design of Contact Center Solution • Responsible for configuration contact center call flows • Responsible for collaborating data network and IT resources, if necessary • Responsible for developing testing plan • Responsible for development of system integration testing scripts • Responsible for training testers prior to user acceptance testing • Responsible for supporting system integration and user acceptance testing

Client Roles	Role Description
Project Sponsor	<ul style="list-style-type: none"> • Project Sponsor support working directly with BPTCX Engagement Lead to resolve critical issues/concerns.



Project Sign Off	<ul style="list-style-type: none"> Responsible to sign off on Requirement documentation and Go-Live readiness to ensure internal buy off and validation on scope and completion.
Project Manager	<ul style="list-style-type: none"> Primary point of contact during implementation Project planning, scheduling, alignment of resources and coordination with BPTCX Project Manager. Primary support on development of Communication Plan
Business Requirements Experts	<ul style="list-style-type: none"> Responsible for providing documentation for the existing contact center Responsible for defining and clarifying requirements for the new CX Contact Center Provide final approvals for functional specifications, including call flow designs, reports, and other deliverables used by the Contact Center users Lead and perform user acceptance testing of the CX solution
IT Infrastructure	<ul style="list-style-type: none"> Knowledge of company network, perform ping test, etc., bandwidth, desktop and application support.
Telephony Technical	<ul style="list-style-type: none"> PBX knowledge, phone/agent leg knowledge, carrier coordination.
Contact Center Manager(s)	<ul style="list-style-type: none"> Responsible for managing contact center KPI's and performance reporting.
Agent Administrator(s)	<ul style="list-style-type: none"> Responsible for administering user in CX application, setting security profiles as access. Responsible for training agents on new platform.
Agent Trainer(s)	<ul style="list-style-type: none"> Responsible for training the agents (and management).
Testers	<ul style="list-style-type: none"> Responsible for conducting User Acceptance Testing Responsible for conducting post-deployment validation testing prior to beginning Production operations
Billing Contact	<ul style="list-style-type: none"> Responsible for receiving invoice and verifying that payment is made.

4.0 Project Methodology





Task	Description	Acceptance Criteria
Step 1: Initiation and Kickoff	Company will complete a formal engagement kickoff meeting with the project team and will outline approach and processes as a part of the Kickoff presentation. Deliverable for this item will be a Kickoff presentation including approach, processes, and key start-up activities. <ul style="list-style-type: none"> • Sales Handoff • Resource Assignment • Account Set-Up • Internal Kickoff • Client Kickoff • Communications Plan • Document Stakeholders and establish project governance. 	Completion of Project Kickoff meeting.
Step 2: Plan	The project plan will be developed and confirmed with the entire project team. Training begins with Admin and key project team members. Discovery sessions will begin with the applicable Client groups to begin documenting requirements toward completion of the Business Requirements Document. Sponsors to obtain high-level organizational overview according to governance structure. <ul style="list-style-type: none"> • Create Project Plan • Create Training Plan • Scheduled Discovery Sessions 	Completion of discovery sessions with the client groups within the business operating unit.
Step 3: Discovery & Requirements	<ul style="list-style-type: none"> • Business Requirements Document (BRD) • Data Collection Workbook • IVR Call Flows • Integrations 	All discovery compiled into Business Requirements Document, establishing what will be built. Client signoff on Business Requirements Document.
Step 3a: Client Test Data	<ul style="list-style-type: none"> • Client to provide all relevant test data for every associated IVR outcome. 	All discovery compiled into Business Requirements Document, establishing what will be built. Client signoff on Business Requirements Document. Running in concurrent with Discovery & Requirements (2)
Step 4: Requirements Documentation Review & Sign-off	<ul style="list-style-type: none"> • Business Requirements Document • Integrations • IVR Call Flows • Data Collection Workbook 	Completion of discovery sessions with the Client groups within the geography/business operating unit. All discovery compiled into Business Requirements Document, establishing what will be built. Client signoff on Business Requirements Document.
Step 5: Execute	Configuration and call flow scripting work begins. Connectivity is confirmed and testing is completed. Go-live date is scheduled, and Admin, Manager, Supervisor, and Agent trainings are scheduled and confirmed. Go-live activities are planned. Upon completion of the build, User Acceptance Testing is planned, executed, and confirmed. Readiness Report Card is completed, and final User training occurs. Go-Live date confirmed by Go/No-go call and go-live bridge is scheduled. <ul style="list-style-type: none"> • Solution Build Out 	Client signoff on Business Requirements Document. UAT Signoff



Task	Description	Acceptance Criteria
	<ul style="list-style-type: none"> Provision and Confirm Connectivity Agent/Supervisor Training Go/No-Go Review Go-live 	
Step 6: Hypercare Support (Post Go-live)	<ul style="list-style-type: none"> BPTCX will provide 2 weeks of post go-live support per phase, up to 2 phased go-lives. BPTCX will stay engaged throughout the entirety of the project until project completion. BPTCX will support the updates/scripting needed on any defects resulting from the implementation and found to be part of the BRD scope during the hypercare period. 	Go-live acceptance
Step 7: Project Closure	<p>As the project winds down, project closure will begin after final go live.</p> <ul style="list-style-type: none"> Project Closure Begins Final Acceptance Documentation Roundup Transition to Technical Account Management and/or Managed Services Client Survey Postmortem “Lessons Learned” discussion 	Document Closure, and hand-off to support.
Step 8: Monitor and Control	Throughout the entire project, the monitor and control process will continue education and enablement on the platform. In addition, Risks will be documented in a Risk Register, with mitigation strategy discussions to occur as necessary.	Risk Register maintained and risk reviews conducted during project status review meetings.

5.0 Project Schedule

Based on the scope of services defined in Section 3, BPTCX recommends the following Engagement Timeline. 6-8 weeks from project Kick-off.

- Project Management: 35
- Discovery: 25
- Configuration: 160
- Testing: 20
- Training: 10
- Deployment: 20

Total: 270 Hours

6.0 Client Requirements

- Provide BPTCX personnel with remote access to the specific Client environments, information and tools reasonably required throughout the course of BPTCX’s performance under this SOW.
- Provide a single point of contact for reporting service status and resolving technical and operational issues.
- Provide BPTCX with the business processes, information, requirements, and participation required for completion of Services to be performed pursuant to this SOW.



- Provide responses to the BPTCX's Artifact Request workbook that will be provided ahead of the Engagement's Kick-off meeting.
- Coordinate the dissemination of information concerning the Services with Client's end user community.
- Provide timely review, feedback and approval of all deliverables provided throughout the engagement.
- Provide a single point of contact for managing change control.
- Work with BPTCX to resolve issues related to the Services.

7.0 BPTCX Requirements

- Provide the Services herein in accordance with the terms of the Agreement.
- Deliver the Services described in Section 2 above.
- Be responsible for Services delivery and the Deliverables set forth in Section 2 above under this SOW, regardless of whether sub-contractors or third-party service providers are used.
- Ensure BPTCX Personnel have the necessary knowledge, experience, skill and ability to provide the Service.
- Work with Client personnel and any applicable provider to resolve issues with the Services.
- Develop an escalation process for resolving issues.
- Provide a single point of contact ("BPTCX Project Manager") responsible for:
 - Delivery of the Services and/or the Deliverables;
 - Monitoring, managing and reporting program-level change control;
 - Resolution of issues with the Services;
 - Communicating Services problems immediately to the Client Project Manager to define joint Client/BPTCX actions required to ensure successful delivery of the Services; and
 - Promptly returning all Client Confidential Information, materials, hardware and/or equipment supplied by Client, in connection with the Services, in accordance with the Agreement and upon Client's request.

8.0 Escalation

All project issues will initially be taken and handled by the Company Project Manager and the Consultant Project Manager (each a "**Project Manager**" and collectively the "**Project Managers**"). Each Project Manager will notify his or her account manager when issues are not resolved satisfactorily within three (3) business days. The account manager will ensure that the issue is properly prioritized, and appropriate resources are engaged to resolve the issue in a timely manner. The account manager will provide regular updates to his or her counterpart until the issue has been resolved. Successive levels of management will become involved in the process each business day an issue remains unresolved.

Company: Clinton Cramer / 650-743-5179 / ccramer@egia.org

Consultant: Bree May / 321-599-4816/ bree.may@bptcx.net



9.0 Pricing and Payment

All charges will be fully accounted for under this Agreement. All payments hereunder will be in US Dollars, be paid from a United States entity, and in the form of electronic funds transfer (EFT).

9.1 Fees

In consideration of the Services, Client shall pay BPTCX in accordance with the terms in the Agreement and at the rates set forth below:

- The professional fees for this SOW will be \$55,556 US DOLLARS.

9.2 Travel and Other Out-of-Pocket Expenses

The Client will reimburse the BPTCX for reasonable air travel, lodging, and other business-related expenses incurred by the BPTCX in performing the Services. All reimbursable expenses will be billed at cost, including a meal per diem of a flat \$75.00 per day. BPTCX will submit all reimbursement expenses and satisfactory evidence of said expenses no later than sixty (60) days of such expenses being incurred.

9.3 Invoicing

Deliverable	Payment Amount
1. At contract signature	\$ 27,778
2. XXXXX	\$ 27,778
Total	\$55,556

Each payment will be due thirty days (30) days from Client’s receipt of the applicable invoice.

Invoices Attention to:

EGIA
 3800 Watt Ave Suite 105
 Sacramento, CA 95821
 Attention: Eddie Javaid
 Email: ejavaid@egia.org

10.0 Terms and Conditions

1. This Service Agreement (“Agreement”) is effective upon signing by all parties (“Party” or “Parties”) and will continue until terminated as outlined in Paragraph 3 below.
2. Upon initiation of the engagement both Parties will review the scope to be completed as a part of this Service Order and in the event the Client’s desired scope exceeds what is contemplated as a part of the Services outlined within the SOW, BPTCX will provide Client an estimate of any incremental cost required to complete the desired Services. Should Client decide not to move forward with the incremental scope and cost, this Agreement can be terminated immediately upon written request from either Party.



3. Notwithstanding Paragraph 2 above, either Party may terminate this Agreement by giving the other Party written notice at least thirty (30) days before the effective termination date. The Client will receive a prorated refund that will not exceed the amount paid to the Client based on the time and materials BPTCX spent on the project up to the termination notice date.
4. Either Party may terminate this Agreement by giving the other Party written notice at least thirty (30) days before the effective termination date. The Client will receive a prorated refund that will not exceed the amount paid to the Company based on the time and materials the Company spent on the project up to the termination notice date.
5. The Company will not be liable or responsible to the other Party, nor be deemed to have defaulted under or breached this Agreement, for a failure or delay in fulfilling or performing any term of this Agreement when and to the extent the failure or delay is caused by or results from acts beyond the Company's reasonable control, including, without limitation, the following force majeure events: acts of God; flood, fire, tornado, earthquake, or explosion; pandemic, epidemic, regional or local "safe at home" orders by state or local authorities; war, invasion, hostilities (whether war is declared or not), terrorist threats or acts, protests, riot or other civil unrest; government order, law, or actions; embargoes or blockades in effect on or after the date of this Agreement; national or regional emergency; strikes, labor stoppages or slowdowns, or other industrial disturbances; shortage of adequate power or transportation facilities; and other similar events beyond the reasonable control of the Impacted Party (each a "Force Majeure Event").
6. The Company will make all reasonable efforts to fulfill the work scope as outlined in the SCHEDULE OF SERVICES section of this Agreement. The Client acknowledges that (a) the Company will not proceed without payment as outlined in the PAYMENT TERMS section of this Agreement, (b) the Client is responsible for timely and effective communications and providing information required by the Company to complete the project as outlined in this Agreement and detailed in the Business Requirements Document to be completed by the Parties, and (3) the Company is not responsible for delays that occur outside of the direct control of the Company.
7. Nothing in this Agreement will be construed to create a joint venture or partnership between the Parties or an employee/employer or agency relationship. The Company is an independent contractor under this Agreement. Neither Party shall have any express or implied right or authority to assume or create any obligations on behalf of or in the other Party's name or bind the other Party to any contract, agreement, or undertaking with any third parties.
8. The Parties acknowledge that it and its representatives, agents, or employees may, while providing the Services, have direct or incidental access to or otherwise discern confidential, sensitive, or proprietary information of the other Party, whether such information is disclosed, available, or accessed orally or in written, electronic, or other form or media, and whether or not such information is marked, designated, or otherwise identified as "confidential" ("Confidential Information"). Each Party will keep confidential and not use the other Party's Confidential Information in connection with this Service Order for anything beyond fulfilling its obligations of this Service Order. Each Party will be responsible for any breach of this Section 6 caused by any of its representatives, agents, or employees. This Section 6 will survive the expiration or termination of this Agreement for any reason.
9. The Parties understand and acknowledge it has expended and continues to expend significant time and expense in recruiting and training its employees and that the loss of employees would cause significant and irreparable harm to the Parties. The Parties agree and covenant not to directly or indirectly solicit, hire, or recruit, or attempt to solicit, hire, or recruit, any employee of the other Party, or induce the termination of employment of the other Party's employees for a period of one year, beginning on the last day of conclusion of this Service Order. This non-solicitation provision explicitly covers all forms of oral, written, or electronic communication, including, but not limited to, communications by e-mail, regular mail, express mail, telephone, fax, instant message, and social media, including, but not limited to, Facebook, LinkedIn, Instagram, and Twitter, and any other social media platform, whether or not in existence at the time of entering into this Agreement.



10. The Client will indemnify, hold harmless and defend the Company and its owners, officers, employees, agents, and affiliates from and against all claims, demands, actions, suits, damages, liabilities, losses, settlements, judgments, reasonable costs and expenses (including but not limited to reasonable attorney's fees and costs) which arise out of or are related to a direct breach of any representation or warranty of the Client contained in this Agreement, any breach or violation of any covenant or other obligation, or any duty of the Client under this Agreement or under applicable law, provided the Client will not be responsible for claims arising from or related to the negligence, misconduct or other fault of the Client.
11. IN NO EVENT WILL EITHER PARTY BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT. FURTHER, IN NO EVENT WILL EITHER PARTY'S AGGREGATE CUMULATIVE LIABILITY EXCEED ONE TIME THE AMOUNT PAID TO THE COMPANY UNDER THIS AGREEMENT.
12. This Agreement will be governed by and construed in accordance with the internal laws of the State of Florida without giving effect to any choice or conflict of law provision or rule (whether of the State of Florida or any other of jurisdiction) that would cause the application of laws of any jurisdiction other than those of the State of Florida. Any legal suit, action, or proceeding arising out of or related to this Agreement or the matters contemplated hereunder will be instituted exclusively in the federal courts of the United States or the courts of the State of Florida, and each Party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action, or proceeding and waives any objection based on improper venue or forum non convenienc. Service of process, summons, notice, or other document by mail to such Party's address set out herein will be effective service of process for any suit, action, or other proceeding brought in any such court.
13. The Parties agree that a final judgment is conclusive and may be enforced in other jurisdictions by suit on the judgment or in any other manner provided by law. The prevailing Party in an Action is entitled to receive, in addition to all other damages to which it may be entitled, the costs incurred by such Party in conducting the suit, action, or proceeding, including reasonable attorneys' fees and expenses and court costs.
14. EACH PARTY ACKNOWLEDGES AND AGREES THAT ANY CONTROVERSY THAT MAY ARISE UNDER THIS AGREEMENT OR THE OTHER TRANSACTION DOCUMENTS IS LIKELY TO INVOLVE COMPLICATED AND DIFFICULT ISSUES AND, THEREFORE, EACH SUCH PARTY IRREVOCABLY AND UNCONDITIONALLY WAIVES ANY RIGHT IT MAY HAVE TO A TRIAL BY JURY IN RESPECT OF ANY LEGAL ACTION ARISING OUT OF OR RELATING TO THIS AGREEMENT, THE OTHER TRANSACTION DOCUMENTS OR THE TRANSACTIONS CONTEMPLATED OR THEREBY. EACH PARTY TO THIS AGREEMENT CERTIFIES AND ACKNOWLEDGES THAT (A) NO REPRESENTATIVE OF ANY OTHER PARTY HAS REPRESENTED, EXPRESSLY OR OTHERWISE, THAT SUCH OTHER PARTY WOULD NOT SEEK TO ENFORCE THE FOREGOING WAIVER IN THE EVENT OF A LEGAL ACTION, (B) SUCH PARTY HAS CONSIDERED THE IMPLICATIONS OF THIS WAIVER, AND (C) SUCH PARTY MAKES THIS WAIVER VOLUNTARILY.
15. The Parties agree that irreparable damage would occur if any provision of this Agreement were not performed under the terms hereof and that the Parties will be entitled to equitable relief, including injunctive relief, in addition to any other remedy to which they are entitled at law or in equity.
16. If a court for any reason holds a provision of this Agreement to be unenforceable, the rest remains fully enforceable.
17. This Agreement may not be assigned by either Party without the prior written consent of the other Party; provided, however, that either Party may assign this Agreement (a) to an affiliate, (b) to an acquirer in connection with any merger, consolidation, or sale of all or substantially all of the Party's assets, or (c) in connection with any transaction or series of transactions resulting in a change of control of either Party.
18. This Agreement is for the sole benefit of the Parties hereto and their respective successors and permitted assigns. Nothing herein, express or implied, is intended to or will confer upon any other person or entity any legal or equitable right, benefit, or remedy of any nature whatsoever under or by reason of this Agreement.



- 19. Unless the context requires otherwise, the term “including” means “including but not limited to.”
- 20. All notices and other communications required or permitted under this Agreement must be in writing and must be sent or e-mailed to the Parties at the address below or whatever address otherwise specified in writing.
- 21. This Agreement may be signed in counterparts, each one of which is considered an original, but all of which constitute a single document.
- 22. This Agreement represents the entire agreement between the Parties. It cannot be changed except by a written agreement signed by the Client and a Managing Director of the Company.

*** SIGNATURES ON FOLLOWING PAGE ***

11.0 Authorizations

Company: EGIA	Company: BridgepointCX
Authorized Signature: DocuSigned by: <i>Eddie Javaid</i> 3DDCEC3A90EE452...	Authorized Signature: DocuSigned by: <i>Scott Casson</i> 435AEAD300CA425...
Name: Eddie Javaid	Name: Scott Casson
Title: Chief Technology and Product Officer	Title: Managing Director, CX
Date: 10/31/2024 4:27 EDT	Date: 10/31/2024 4:31 EDT