

Clickwrap Quick Start Implementation Package

Customer will receive guided Implementation Services from an Ironclad Implementation Consultant over a series of up to six (6) sessions. The anticipated duration of the Implementation Services shall be sixty (60) days. Ironclad's total hours commitment to this Service will not exceed 12 hours. Customer's access to this package will expire 90 days after the Kick Off Meeting Date. The date of the Kickoff Meeting shall occur within thirty (30) days of the relevant Order Form's effective date. All Implementation Services will be delivered remotely via videoconferencing or via email and in English.

During the Deployment Term, Ironclad will perform the following Implementation Services:

A. Pre-Kickoff Meeting Preparation

- Prior to the commencement of the Kickoff Meeting (defined below), Customer will be prepared to discuss with Ironclad all current and complete copies of the following Customer information relevant to Customer's use-case: (i) Customer's contracts that will be used in Embedded Clickwrap use-case; (ii) Desired location(s) of Embedded Clickwrap, and the style by which the contract(s) will be shown to Signers; and (iii) Desired method of displaying Clickwrap and capturing agreed events (e.g. JavaScript Snippet, Activity API, etc.).
- Customer will have a dedicated team to work on this project including a technical developer lead responsible for reviewing Developer Documentation and implementing the clickwrap solution in Customer's desired environments and a Legal/Legal Operations lead responsible for determining the contracts to include and the style by which they are displayed and uploading them into the Ironclad Clickwrap platform

B. Meeting 1: Kickoff

- Ironclad will conduct an initial meeting (the "Kickoff Meeting") which will include an introduction to Ironclad and Ironclad personnel, an overview of the Implementation Services and the Deployment timeline, and an initial review of key questions regarding the project requirements for Customer's use-cases.

C. Meeting 2: Implementation Sync 1

- The Parties will conduct a session where Ironclad and Customer will review and finalize key questions regarding the project requirements and outstanding questions prior to Clickwrap implementation and testing.
- Ironclad will provide relevant Developer Documentation and resources to Customer pertaining to their use-case during the Sync and/or afterward in a follow-up email.
- Customer will choose to schedule additional, second Implementation Sync or proceed with publishing contracts and Group(s) in Ironclad Clickwrap and providing their software development team with the Group Key(s) and Site Access ID to begin implementation and testing.

D. Meeting 3: Implementation Sync 2

- The Parties will conduct an additional session to review and finalize key project requirements and outstanding questions prior to Clickwrap implementation and testing.
- Ironclad will provide relevant Developer Documentation and resources to Customer pertaining to their use-case during the Sync and/or afterward in a follow-up email.
- Customer will publish contract template(s) and Group(s) in Ironclad Clickwrap and provide their software development team with the Group Key(s) and Site Access ID to begin implementation and testing.
- Customer may choose to waive this second Implementation Sync if the first one was sufficient enough to move onto the Testing Phase.

E. Meeting 4: Testing Office Hours

- The Parties will conduct another session to discuss technical implementation and testing progress.
- Customer Development team will come prepared with any questions or issues that surfaced during implementation and testing.

F. Meeting 5: Platform Training

- The Parties will conduct another session where Implementation Consultant guides Customer through the Ironclad Clickwrap platform and provides training resources so Customer understands how to create and maintain use-cases.

G. Meeting 6: Implementation Completion Sync

- Prior to Customer's migration of its use-case to Production, Ironclad will conduct a final meeting to answer Customer's questions, if any, prior to the Deployment Expiration Date, and review a Final Launch Checklist in the Deployment Guide to ensure Customer is equipped to launch in Production.
- Ironclad will review the Launch Preparation Worksheet in the Deployment Guide with Customer to ensure they understand the requirements for launching additional use-cases.
- If Customer is not ready to launch its use-cases prior to the Deployment Expiration Date, this final meeting may be used as a general "Q&A" session.

Ironclad Responsibilities

- Coach Customer Project Manager to deploy and maintain their instance of Ironclad Clickwrap for agreed upon embedded location. Specifically, Ironclad personnel will provide best practices and relevant Ironclad Clickwrap Developer Documentation for Customer's use-case
- Provide admin training to the Customer on the Ironclad Clickwrap platform so that they can manage the independent design, build, and maintenance of future Clickwrap use-cases

Customer Responsibilities and Implementation Assumptions

- Publish finalized contract templates and Groups in Ironclad Clickwrap
- Integrate Clickwrap in relevant environments with desired display and acceptance methods
- Provide timely access to necessary subject matter experts and technical personnel (e.g. software developer to review API documentation and deploy code to production)
- Complete all outlined deliverables in a timely manner in accordance with the jointly agreed upon project timeline
- Understand that all decisions for ongoing maintenance and updates of completed use-cases during the Deployment Term and following the Deployment Expiration Date, will be the responsibility of, and made by, Customer

The following services are out of scope: (1) custom implementation resources leveraging server-side APIs; (2) development of custom reports, visualizations, or dashboards, (3) consulting services related to Ironclad's Public API or Developer Platform, 4) creating or updating contract templates, 5) adding or updating code in customer's environment.