

STATEMENT OF WORK

This Statement of Work, including all schedules, attachments and other documents incorporated herein (collectively, the “SOW”), is entered into as of the date of the signature below by and between TE Digital Limited, a company incorporated and registered in England and Wales with company number 13857943 whose registered address is 27 Copperfield Street, London, SE1 0EN (“TE Digital”), and XXX (“Customer”).

This SOW is entered into pursuant to the Professional Services Agreement dated _____ 2026 (“Agreement”) between Customer and TE Digital Limited. This SOW forms part of the Agreement, and the terms of the Agreement shall govern this SOW unless otherwise expressly provided herein. All capitalised terms that are not separately defined in this SOW shall have the meanings set forth in the Agreement.

1 Scope of Services and Project Implementation Overview

The purpose of this SOW is to set out the Services to be delivered by TE Digital. The Services and related activities and deliverables to be provided by TE Digital will be outlined in the subsequent sections of this SOW.

2 Deliverables

As part of the Services, TE Digital will deliver a set of specific documents to the Customer (“Deliverables”) in accordance with the project schedule agreed between the parties in this SOW. Some Deliverables will require acceptance by the Customer and shall be governed by the Acceptance Procedures listed below in Section 3 - Acceptance Procedures. It is critical that all Deliverables requiring signoff be accepted by Customer in a timely manner as set out in Section 3 below. The Schedule B - Project Scope & Estimate defines the specific Deliverables included in the Services, and sets out which Deliverables will require acceptance by the Customer.

3 Acceptance Procedures

Upon completion of any Deliverable related to this SOW, TE Digital shall provide a complete copy thereof to Customer. At Customer’s request and where appropriate, TE Digital will demonstrate to Customer the functionality of the Deliverable. TE Digital will provide Customer with the Deliverable in accordance with the delivery schedule set forth in the project plan contained in Schedule B (“Project Plan”), for approval and acceptance by the Customer. Upon receipt of the Deliverable, Customer shall have a period of time lasting thirty (30) business days to notify TE Digital in writing of any failure or deficiencies of the Deliverable to comply with this SOW. TE Digital shall use reasonable efforts to cure any such deficiencies. After completing any such cure, TE Digital shall resubmit the Deliverable for review and testing. Upon Customer’s receipt of the cured Deliverable, the Customer shall provide to TE Digital a written acceptance of said Deliverable within thirty (30) business days. The Customer’s failure to accept or reject any Deliverable or any cured Deliverable within the acceptance periods, and in the manner described above, shall be deemed to be acceptance by the Customer. Customer shall be responsible for any additional review and testing of such Deliverable.

4 Change Orders

This SOW may be amended by the mutual agreement of the parties, evidenced by a written Change Order (“Change Order”) signed by both parties. A Change Order will be required if there is a significant change in the scope of the Services to be provided under the SOW. The Change Order will describe any changes in the Services provided by TE Digital, any changes in the schedule for completion of any such Services, any changes to the assumptions, dependencies or conditions set forth in this SOW, and any additional fees for such changes. Each Change Order will act as an amendment to this SOW, and upon its execution, TE Digital will provide Services pursuant to the terms of this SOW as modified by the Change Order. Additional costs, if any, associated with each Change Order shall be added to the fees payable under this SOW. No Change Order shall be effective unless it is in writing and has been signed by both parties.

5 Project Plan

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The parties will agree a schedule of specific Deliverables, decisions and milestone dates for performance of the Services in a formal Project Plan after completion of the requirements phase which shall be in writing and signed by both parties. TE Digital will use its best endeavours to meet the milestone dates for delivery of the Services set forth in the Project Plan. Customer acknowledges that, as set out in Section 5, any failure by the Customer to comply with its obligations under this SOW may result in delays in the overall delivery schedule, and/or potential increases in the fees payable by Customer for the Services.

6 Assumptions and Dependencies

The failure by Customer to perform any of the following obligations may result in increased service fees and/or changes to the Project Plan, such increased fees or charges to be agreed by the Customer and where TE Digital can

demonstrate that the failure to perform, has a material impact on the fees/ Project Plan. As applicable, these will include:

- a. Both the Customer & TE Digital will maintain a single project manager for project management issues, and a single point of contact for all business issues, and all communication under this SOW will be managed through these two contacts. In the event the project manager and/or single point of contact are terminated or otherwise resign, Customer and TE Digital shall promptly provide replacements within thirty (30) days of termination or resignation without an increase in service fees.
- b. Customer will complete all customer tasks in a timely manner. Time dependent customer tasks will be assigned a mutually agreed due date, and it is assumed that tasks will be completed by a mutually agreed due date outstanding any extenuating circumstances. If circumstances arise that will prohibit the timely completion of the tasks, this will be communicated ahead of the missed deadline so that contingency plans can be made for dependent work.
- c. Customer's currently existing business process information and documents will be available in a timely manner. Customer will be involved in mutually agreeing proposed delivery dates for information and documents, and it is assumed that tasks will be completed by the due date outstanding any extenuating circumstances. If circumstances arise that will prohibit the timely completion of the tasks, this will be communicated ahead of the missed deadline so that contingency plans can be made for dependent work.
- d. TE Digital will be reasonable and understanding of communicated missed deadlines and will make all reasonable efforts to ensure that they do not delay delivery of the project if it can be avoided.
- e. Customer's key content providers and other necessary Customer personnel will be available in a timely manner.
- f. Customer will provide TE Digital with continuous access to the Salesforce environments, with administrative privileges.
- g. Customer will coordinate on-site, web, or conference call requirements to be held during the term of this SOW as reasonably requested by TE Digital.
- h. All members of Customer and TE teams will aim to meet in person at least once per week, when either party believe there is a benefit in doing so.

7 Service Fees and Payments

The project estimate described in this SOW is a time and materials engagement. A cost is detailed in Schedule B - Project Scope & Estimate. Any work outside the scope of this SOW shall be set forth in a separate Statement of Work or, where applicable, in a Change Order. All service fees described in Schedule B are in GBP (£).

Effective Date and Expiration

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SCHEDULE A - Project Identification Details

TE Contact Details	
Project Name	
Account Manager	
Address	27 Copperfield Street, London, SE1 0EN
Telephone	
Email	

DETAILS BELOW TO BE COMPLETED BY CUSTOMER PRIOR TO SIGNATURE

Customer Accountable Lead Details	
Name	
Address	
Telephone	
Email	

Customer Project Manager Details	
Name	
Address	
Telephone	
Email	

Purchase Order No. _____

or

Purchase Order Exemption Acknowledgement:

Customer does not issue Purchase Orders for Services; however, Customer agrees to pay for Services performed under this SOW, as specified in the SOW and the Agreement.

Tax Information

__ (1) Exempt (Attach Tax Exemption Form)

__ (2) Non-exempt

This Schedule is dated with the same date as given on page 1.

XXX

TE Digital Limited

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Authorised Signature: _____

Authorised Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

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Schedule B

Project Overview