

## SERVICE COMMAND CENTER ADDITIONAL TERMS

1. Sprinklr Service Command Center generates URLs for use on screens and players capable of displaying HTML5 content. Typical uses of Sprinklr Service Command Center include internal displays (i.e. Command Centers), event displays, retail displays, digital out of home (digital billboards), and more.
2. Some screen setups cannot render HTML5. For use cases involving non-HTML5 capable screens, Customer understands and agrees that these use cases for use of APIs must be approved by Sprinklr. Customer must present these exceptional use cases to Sprinklr, in writing, and Sprinklr must approve, in writing, prior to use of APIs for such use cases. Once approved, the parties agree to establish an amendment to the applicable Order Form to add the new use cases.
3. Selection of Feeds and Content: You are solely responsible for the selection of Connected Services feeds that you select ("Connected Services Feeds"), and for all text, music, data, graphics, photos, video, commentary and other Inbound Content and Customer Content (together, "Content"), collected, accessed, published and used by you using the Data Visualization products. Access to and use of Connected Services Feeds and Content are subject to the terms and conditions of the relevant Connected Services, including the Twitter Terms of Service located at <http://twitter.com/tos>, the Twitter Privacy Policy located at <http://twitter.com/privacy> and the Twitter Rules located at <http://twitter.com/rules>.
4. In addition, your use of Inbound Content provided (directly or indirectly) by Twitter and received through the applicable agreement are subject to and governed by the terms applicable to use of such Inbound Content located at: <https://dev.twitter.com/overview/terms/agreement>; <https://dev.twitter.com/overview/terms/policy>; and <https://about.twitter.com/company/display-requirements>.
5. Further, as part of your access to content, the parties hereby agree that Twitter, Inc., is the licensor of the Inbound Content, is as an express third-party beneficiary of the applicable Order form, is entitled to enforce the terms, conditions and restrictions regarding the use of the Inbound Content against you, and is further entitled to preliminary injunctive relief against you if you breach or otherwise violate agreed upon terms. You are solely responsible for reviewing and complying with all applicable Connected Services Terms prior to selecting the Connected Services Feeds and Content for use in connection with the Data Visualization products. By viewing, accessing or using the Data Visualization products, you represent and warrant that you have read and agree to comply with and to be bound by the Connected Services Terms. You may change your selection of Connected Services Feeds and Content at any time, but in the event of any dispute concerning your selections, your last selections recorded by the Data Visualization products will be conclusive.