

## All Professional Services

### A. Permissions for Access.

If Customer requires any personnel to sign any waivers, releases, or other documents as a condition to gain access to premises for performance of the Professional Services ("Access Documents"), Customer agrees that: (a) personnel who will be required to sign Access Documents will sign on behalf of Sprinklr and not in their personal capacity, (b) any additional or conflicting terms in Access Documents with the Agreement or the Statement of Work will have no effect, and (c) Customer will pursue any claims for breach of any terms in the Access Documents against Sprinklr and not the individual signing such Access Documents.

### B. Use of Subcontractors.

Sprinklr reserves the right to use subcontractors in performance of the Professional Services. Sprinklr will be responsible for the subcontractors' compliance with the Agreement and the applicable Statement of Work. Upon Customer's request, Sprinklr will identify any subcontractor that it is using or plans to use to provide Professional Services and will cooperate in good faith to provide all reasonable and relevant information regarding such subcontractor(s).

### C. Intellectual Property.

The parties agree that the Professional Services provided by Sprinklr are not works for hire and, in accordance with the terms of the Agreement, Sprinklr owns all intellectual property rights in the Platform and Professional Services related thereto.

### D. Indicative Timeline

- I. Any indicative timeline within a SOW outlines the major phases of the project and is provided for planning purposes only. A detailed timeline will be developed during the Plan phase, based on actual availability of both the Customer and Sprinklr. This refinement will not require a Change Order unless changes in availability materially impact deliverables included within a SOW.
- II. The project timeline will commence upon scheduling of the kick-off meeting, not the SOW Effective Date herein.

### E. Travel & Expense

- I. Sprinklr will seek pre-approval from a nominated Customer stakeholder for all major travel expenses, these will then be invoiced by Sprinklr to Customer based on actual costs on a monthly basis as incurred. Major travel expenses may include, but not be limited to;
  1. Airfare (domestic or international)
  2. Train fare (long-distance or international)
  3. Accommodation
  4. Car rental
- II. Sprinklr will invoice Customer without pre-approval for any additional incidental travel expenses in line with Sprinklr internal travel and expense policy monthly as incurred. Incidental costs are estimated at \$150 (or local equivalent) per onsite day, per Sprinklr employee, incidental travel expenses may include, but not be limited to;
  1. Travel meals
  2. Local public transportation fares
  3. Taxi / rideshare service
  4. Parking