

END-USER LICENSE AGREEMENT

PARLANCE SOFTWARE AND SERVICES

IMPORTANT: THIS AGREEMENT (or "EULA") IS A LEGAL AGREEMENT BETWEEN THE COMPANY, OR ORGANIZATION THAT HAS LICENSED THE USE OF SOFTWARE ("YOU" OR "CUSTOMER") AND DIAGENIX CORPORATION. BY INSTALLING AND OR USING THE SOFTWARE, CUSTOMER ACCEPTS THE SOFTWARE AND AGREES TO THE TERMS OF THIS AGREEMENT. READ IT CAREFULLY BEFORE COMPLETING THE INSTALLATION PROCESS AND/OR USING THE SOFTWARE. BY INSTALLING AND/OR USING THE SOFTWARE, YOU ARE CONFIRMING YOUR ACCEPTANCE OF THE SOFTWARE AND SERVICES AGREEING TO BECOME BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO BE BOUND BY THESE TERMS, OR DO NOT HAVE AUTHORITY TO BIND CUSTOMER TO THESE TERMS, THEN DO NOT INSTALL AND/OR USE THE SOFTWARE.

THIS EULA SHALL APPLY ONLY TO THE SOFTWARE AND DOCUMENTATION SUPPLIED BY DIAGENIX AND OR PARLANCE CORPORATION ("PARLANCE") HEREWITH REGARDLESS OF WHETHER OTHER SOFTWARE AND DOCUMENTATION IS REFERRED TO OR DESCRIBED HEREIN.

1. DEFINITIONS

- (a) "Diagenix" means Diagenix Corporation a certified Parlance value added reseller, distributor, and partner and who shall have all rights to sell the Parlance Solution to Customer.
- (b) "Parlance" means Parlance who shall retain all rights, titles, interests and ownership (including, without limitation, all intellectual property rights) of Parlance Solution.
- (a) An "Application" is behavior designed in consultation with Customer to achieve a specific result for a target caller community.
- (b) "Parlance Software" is the object code form of the computer programs required for the Parlance Service, including, but not limited to, call management applications, Names Directory tools, administration tools, monitoring tools, and any Updates to any of the foregoing made by Parlance from time to time during the term of this Agreement.
- (c) "Parlance Service" is a comprehensive operator services solution that works with Customer's operators and call agents to meet growing call load demands, enables enhanced productivity for operators and call agents, and improves service levels to callers. The Parlance Service will facilitate caller self-service, which may consist of the routing of telephone calls to persons and/or information within Customer's organization or completing a task or transaction. The Parlance Service may use the Names Directory and technology to recognize each directory entry as spoken by the caller or otherwise obtained by the caller.
- (d) "Names Directory" is the database application built to Customer's requirements using the Parlance Software. The Names Directory is a listing of directory entries. A directory entry can consist of a given name, surname, and phone number or a

department name and phone number or a location name and a phone number and up to 5 variations of the same name and same number.

- (e) "Parlance Solution" shall mean collectively, the Application, Parlance Software, Names Directory and Parlance Service
- (f) "Defect" means any failure of code, malfunction, non-conformity, error or other problem within the Parlance Service that causes the same to fail to meet the features, functionality, requirements, specifications and performance standards set forth in this Agreement or the Documentation.
- (g) "Documentation" which are all user manuals, on-line help files and other materials, in all forms, describing the functionality, features, performance or operating characteristics of the Parlance Service. Parlance shall make available to Customer all available Documentation for the Parlance Service to enable Customer to use and fully understand the use and operations of the Parlance Service. Parlance shall make available to Customer any updates or enhancements to all Documentation no later than the date any such update or enhancement is generally made available by Parlance to its own customers.
- (h) "Service Units and/or Call Steering Servers" are the combination of either physical hardware supplied by either Diagenix or Customer or a Virtual Machine (VM) supplied by Customer that is running the Parlance Solution, and third-party software embedded and/or pre-installed and required for the Parlance Service. Except as set forth in this Agreement, Customer agrees that Parlance retains all right, title and interest in Service Units and/or Call Steering Servers and they will not be deemed fixtures or in any way part of the Customer's premises other than the VM and associated operating system.
- (i) "Company Technology" means the Parlance Solution and Documentation, including all Interfaces, templates, forms, software tools, algorithms, software (in source code and object code forms), user interface designs, architecture, toolkits, plug-ins, objects, documentation, network designs, ideas, processes, know-how, methodologies, formulas, systems, data, heuristics, designs, inventions, techniques, trade secrets, and any related intellectual property rights throughout the world included therein, as well as any derivatives, modifications, improvements, enhancements, or extensions of the above, whenever developed.
- (j) "Diagenix Hardware" is physical computer hardware supplied by Diagenix and used for the operation of the Parlance Solution.
- (k) "Updates" are any enhancements, revisions, updates, improvements, modifications, or corrections of the existing Parlance Solution. Updates does not mean an upgrade or similar migration to a different service, product, or deliverable.

2. NO LICENSE

Customer acknowledges that no license to any Company Technology is being provided to it; but rather, Customer is solely being provided the use and access of Company Technology through the Parlance Service. Subject to Customer's compliance with the terms of this Agreement, Diagenix has granted Customer, during the term set forth in Section 10.(a) and as specified on each individual

Customer Purchase Order, a non-transferable license to access the Parlance Solution through the applicable interfaces solely for their business operations.

3. LIMITATION OF USE. CUSTOMER WILL NOT:

- (a) Record or capture in electronic form any Software or Company Technology, including without limitation transmitting, transferring or disclosing, such content through any means including social media or other content sharing services;
- (b) License, sublicense, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party the Software or Company Technology;
- (c) Use the Parlance Solution as a service bureau, for outsourcing, for sharing access to any Software and/or Company Technology available through the Parlance Solution with any Third Party or for otherwise offering or making available the functionality of the Parlance Solution to any Third Party;
- (d) Permit any other person to access or use the Parlance Solution using another Customer ID, login or password or otherwise make Customer's ID, login or password available to any Third Party;
- (e) Import, add, modify or delete data in any database provided under the Parlance Solution by any method other than direct data entry through the Software, Service or through a Company-developed Interface or Company-developed API, unless such method is pre-approved in writing by Company;
- (f) Use the Parlance Solution to process anything other than Customer's data;
- (g) Decompile, disassemble, or otherwise reverse-engineer the Software and/or Company Technology made available through the Parlance Solution;
- (h) Send spam or otherwise duplicative or unsolicited messages in violation of the Laws;
- (i) Send or store infringing, obscene, threatening, libelous, or otherwise unlawful or tortuous material, including material harmful to children or that violates third party privacy rights;
- (j) Send or store material containing software viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs; and/or
- (k) Interfere with or disrupt the integrity or performance of the Parlance Solution or the data contained therein

4. MUTUAL NON-DISCLOSURE

Except as otherwise set forth in this Agreement, each Party agrees that all code, inventions, know-how, business, technical and financial information it obtains (as "Receiving Party") from the disclosing Party ("Disclosing Party") constitute the confidential property of the Disclosing Party ("Confidential Information"), provided that it is identified as confidential at the time of disclosure or should be reasonably known by the Receiving Party to be Confidential Information due to the nature of the information disclosed and the circumstances surrounding the disclosure. Except as expressly authorized herein, the Receiving Party will hold in confidence and not use or disclose any Confidential Information. The Receiving Party's nondisclosure obligation shall not apply to information which the Receiving Party can document: (i) was rightfully in its possession or known to it prior to receipt of the Confidential Information; (ii) is or has become public knowledge through no fault of the Receiving Party; (iii) is rightfully obtained by the Receiving Party from a third party

without breach of any confidentiality obligation; (iv) is independently developed by employees of the Receiving Party who had no access to such information; or (v) is required to be disclosed pursuant to a regulation, law or court order (but only to the minimum extent required to comply with such regulation or order and with advance notice to the Disclosing Party). The Receiving Party acknowledges that disclosure of Confidential Information would cause substantial harm for which damages alone would not be a sufficient remedy, and therefore that upon any such disclosure by the Receiving Party the Disclosing Party shall be entitled to appropriate equitable relief in addition to whatever other remedies it might have at law.

4.1 CONFIDENTIAL INFORMATION

Customer acknowledges and agrees that;

- (a) The Software and all copies thereof (collectively, the “Confidential Information”), are the exclusive property of Diagenix and/or Parlance and include valuable trade secrets of Parlance and Diagenix. In protecting the Confidential Information Customer will use the same degree of care that it uses to protect its own most confidential information. Customer will use Confidential Information only in connection with the operation of its business and will disclose such Confidential Information only to its employees essential to the operation of its business and the performance of its responsibilities under this Agreement or to its consultants and subcontractors, in either event subject to such consultants and subcontractors agreeing to confidentiality obligations at least as restrictive as those contained herein, or to such other persons as required by law. In all other cases, Customer may not disclose or make available the Confidential Information, or any portion thereof, without prior written consent of Diagenix.
- (b) For purposes of this Agreement, including all provisions hereof relating to restrictions on use of the Software or Company Technology, protection of proprietary rights, and the use or disclosure of Confidential Information, the term “Software” shall be taken to include all upgrades, new releases, or other additional Software or programs furnished by Diagenix and or Parlance and all derivative works or other Software derived from the Software in any form.
- (c) Any and all "Customer Confidential Information" disclosed or made available to Diagenix by Customer shall be received and treated by Diagenix on a confidential and restricted basis and may not be used (other than for the furtherance of the purposes of this Agreement) or disclosed to third parties without Customer's prior written consent.
- (d) The terms and conditions of this Agreement may not be disclosed or made available by either party hereto to third parties without the prior written consent of the other party; but nothing contained herein shall prevent either party from complying with applicable laws, regulations, or court orders.
- (e) Neither party shall use the names, trademarks, or logos of the other party during the use of the Software or Company Technology as well as in any advertising or promotional material without the prior written consent of the other party.

5. PERSONAL INFORMATION

Notwithstanding anything in the Agreement to the contrary, Customer will not submit any Personally Identifiable Information ("PII"), Individually Identifiable Information ("IIHI") and/or Protected Health Information ("PHI") directly to Diagenix and or Parlance under this Agreement. All Customer data to be provided is typically only First and Last Name and telephone number.

6. FEEDBACK

Neither Parlance or Diagenix or any of its employees do not accept or consider unsolicited ideas, including ideas for new advertising campaigns, new promotions, new or improved products or technologies, product enhancements, processes, materials, marketing plans or new product names. The sole purpose of this section is to avoid potential misunderstandings or disputes when Customer products and/or marketing strategies might seem like ideas submitted to Diagenix and/or Parlance. If Customer does provide feedback and or ideas, Customer agrees that:

- (a) Its submissions and their contents will automatically become the property of Diagenix and/or Parlance, without any compensation to Customer;
- (b) Diagenix and or Parlance may use or redistribute the submissions and their contents for any purpose and in any way;
- (c) There is no obligation for Diagenix and or Parlance to review the submission; and
- (d) There is no obligation to keep any submission confidential. Should Diagenix and or Parlance seek out Customer's, and/or any of its Personnel's, feedback and/or Customer elects to submit feedback on existing products and/or marketing strategies, then do not include any ideas that Diagenix and or Parlance policy will not permit it to accept or consider. Any feedback Customer provides shall be deemed to be non-confidential. Diagenix and or Parlance shall be free to use such information on an unrestricted basis and Customer will not assert, and Customer will not authorize, assist, or encourage any Third Party to assert, against Diagenix and or Parlance or its Customers, vendors, business partners, or licensors, any intellectual property infringement claim based upon any Products or Services provided hereunder, or any related feedback.

7. DISCLAIMER OF WARRANTY AND LIMITATION OF LIABILITY

THE PARLANCE SOLUTION, AS WELL AS ANY SOFTWARE AND TECHNOLOGY RESIDING THEREIN, IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT ANY WARRANTY (WHETHER EXPRESS OR IMPLIED - INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT) OR ANY OTHER LIABILITY TO DIAGENIX, INCLUDING WITHOUT LIMITATION, NO LIABILITY FOR CONSEQUENTIAL, INDIRECT, CONTINGENT, OR SPECIAL DAMAGES, LOST PROFITS FOR SEQUENCE, ACCURACY OR COMPLETENESS OF DATA OR THAT IT WILL MEET THE CUSTOMER'S REQUIREMENTS, EVEN IF DIAGENIX OR ANY OF ITS REPRESENTATIVES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY. CUSTOMER ASSUMES THE ENTIRE RISK OF USING THE PARLANCE SOLUTION AND ANY SOFTWARE OR TECHNOLOGY THEREIN. IN NO EVENT, SHALL DIAGENIX BE LIABLE TO CUSTOMER OR TO ANY THIRD PARTY FOR ANY SPECIAL, INDIRECT, CONSEQUENTIAL OR CONTINGENT DAMAGES INCLUDING LOSS OF PROFITS, EVEN IF COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING LIMITATIONS SHALL APPLY WHETHER IN AN ACTION BASED ON CONTRACT, TORT OR ANY OTHER THEORY.

8. THIRD PARTY SOFTWARE

The Parlance Solution contains third party software which requires notices and/or additional terms and conditions. By accepting this EULA, you are also accepting the additional terms and conditions, if any, set forth therein.

9. DIAGENIX OBLIGATIONS

During the term of this Agreement, Diagenix shall:

- (a) Use commercially reasonable efforts to ship Parlance Services as ordered by Customer;
- (b) Use commercially reasonable efforts to correct any Defects brought to Diagenix's attention with written reports from Customer via Diagenix Technical Support Ticketing System; not be required to correct any Defects resulting from any modification, alteration or misuse of the Parlance Service or warrant or represent that all Defects will be corrected;
- (c) Notify Customer of any Updates to the Parlance Service and provide Customer with said updates in a timely period based on Parlance's then current Update policies;
- (d) Indemnify, and hold harmless Customer from and against any third-party claims, suits, damages and expenses asserted against or incurred by Customer arising out of or relating to any violation or alleged violation of a third party's intellectual property rights relating to the Parlance Services, and/or Parlance Software. Parlance will be entitled to settle any claim without the written consent of Customer so long as such settlement only involves the payment of money by Diagenix and/or Parlance, and in no way affects any rights of Customer. Customer, at its own expense, may participate in defense through its counsel. Notwithstanding the above, Diagenix and/or Parlance shall have no liability or obligations for any action, claim, or allegation which results from: (i) the combination or use of the Parlance Service with any software or hardware not provided by Diagenix and/or Parlance, if such claim or action would have been avoided but for such use or combination, (ii) modification of the Parlance Software by anyone other than Diagenix and/or Parlance if such Claim would not have arisen but for such modifications, (iii) Parlance's modification of the Parlance Software in compliance with Customer's designs or specifications, or (iv) use of other than Parlance's most current release of the Parlance Software if the Claim would have been avoided by use of the most current release, provided Customer is given an opportunity to use such most current release for no additional fee. Customer will defend, or at its option settle, and indemnify Diagenix and/or Parlance for any claims referred to in clauses (i) through (iv) of the preceding sentence in the same manner as provided above.

10. GENERAL PROVISIONS

- (a) The term of this Agreement will begin on the first date of receipt of Software and/or use of the Parlance Services by Customer and continue for 36 months thereafter. This Agreement will be automatically be renewed for 12-month periods upon receipt of a PO

by Customer for another 12-month period, (60) days prior to the renewal End Date unless terminated in accordance with this Agreement.

- (b) In the event that either Party breaches any of the terms, conditions, or provisions of this Agreement, then the other Party may, at its option, terminate this Agreement, by thirty (30) days written notice of such termination. If, prior to expiration of such period, the defaulting Party cures such default, termination shall not take place. Either Party may immediately terminate this Agreement upon the occurrence of any of the following events with respect to the other Party: dissolution; insolvency; assignment for the benefit of creditors; petition or adjudication in bankruptcy; appointment of a receiver; or attachment against any material portion of the assets or property of such Party. In addition, either Party may terminate this Agreement for its convenience upon 90 days prior written notice to the other Party.
- (c) NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOSS OF USE OR LOST BUSINESS, REVENUE, PROFITS, OR GOODWILL, ARISING IN CONNECTION WITH THIS AGREEMENT, THE PARLANCE SERVICES, RELATED PRODUCTS, DOCUMENTATION AND/OR THE INTENDED USE THEREOF, UNDER ANY THEORY OF TORT, CONTRACT, INDEMNITY, WARRANTY OR STRICT LIABILITY, EVEN IF THE PARTY HAS BEEN ADVISED, KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.
- (d) NEITHER PARTY WILL BE LIABLE FOR BREACH-OF-AGREEMENT DAMAGES THAT THE BREACHING PARTY COULD NOT REASONABLY HAVE FORESEEN ON ENTRY INTO THIS AGREEMENT. EXCEPT WITH RESPECT TO ITS OBLIGATIONS UNDER SECTION 4 OF THIS AGREEMENT, IN NO EVENT SHALL A PARTY'S AGGREGATE LIABILITY TO THE OTHER PARTY EXCEED THE SUM OF ALL FEES RECEIVED BY DIAGENIX FROM CUSTOMER DURING THE TERM OF THIS AGREEMENT. ALL LIMITATIONS OF LIABILITIES DO NOT APPLY WITH RESPECT TO LOSSES ARISING FROM AN ACTION THAT IS INTENTIONAL OR CONSTITUTES FRAUD, GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF A PARTY, OR LOSSES SUFFERED BY A PARTY OCCASIONED BY A VIOLATION OF A LAW OR REGULATION BY THE OTHER PARTY. THIS SECTION 10.(d) SHALL SURVIVE THE TERMINATION OF THIS AGREEMENT.
- (e) This EULA is not assignable by either Party without the prior written consent of the other Party; provided that either Party may assign this Agreement to (i) an affiliate or (ii) a successor in interest to all or substantially all of the Party's business or assets (including, without limitation, by way of merger, consolidation or sale of all or substantially all of Party's stock or assets). This EULA shall be binding upon and shall inure to the benefit of each Party, its successors and permitted assigns.
- (f) The rights and remedies available to a Party under this Agreement are cumulative and in addition to, not exclusive of or in substitution for, any rights or remedies otherwise available to that party.
- (g) Except for obligations of confidentiality and payment, neither party shall be liable for any delay or failure in performing hereunder if caused by any factor beyond the reasonable control of the party, including force of nature, war, riot, civil action, terrorism, labor dispute, global pandemic, or failure of telecommunication systems or utilities.

Performance shall be deferred until such cause of delay is removed, provided that the delayed party shall promptly notify the other party of such occurrence.

- (h) This EULA shall be governed by the internal laws of the Commonwealth of Massachusetts, without giving effect to principles of conflict of laws. You hereby consent to the exclusive jurisdiction and venue of the state courts sitting in Plymouth County, Massachusetts or the federal courts in Boston Massachusetts to resolve any disputes arising under this EULA. In each case this EULA shall be construed and enforced without regard to the United Nations Convention on the International Sale of Goods.
- (i) This EULA contains the complete agreement between the parties with respect to the subject matter hereof, and supersedes all prior or contemporaneous agreements or understandings, whether oral or written. You agree that any varying or additional terms contained in any purchase order or other written notification or document issued by you in relation to the Software licensed hereunder shall be of no effect. The failure or delay of Diagenix to exercise any of its rights under this EULA or upon any breach of this EULA shall not be deemed a waiver of those rights or of the breach.
- (j) No Diagenix dealer, agent or employee is authorized to make any amendment to this EULA unless such amendment is in writing and signed by a duly authorized representative of Diagenix.
- (k) If any provision of this EULA shall be held by a court of competent jurisdiction to be contrary to law, that provision will be enforced to the maximum extent permissible and the remaining provisions of this EULA will remain in full force and effect.
- (l) Any notice required by this Agreement shall be in writing in English and shall be deemed to have been properly given to a Party (1) if hand-delivered, upon receipt, (2) if delivered by an internationally recognized courier service guaranteeing next day delivery, effective on the day following delivery to such courier service, or (3) if mailed by United States registered or certified mail, return receipt requested, postage prepaid, effective two (2) days after deposit in the United States Mail, and it is addressed to the address set forth after the signatures to this Agreement. All questions concerning this EULA shall be directed to: Diagenix Corporation., 125 Commerce Way, Marshfield, MA, Attention: General Counsel. 781-871-6624
- (m) All trademarks contained in the Software are trademarks or registered trademarks of their respective owners in the United States and/or other countries. Third party trademarks, trade names, product names and logos may be the trademarks or registered trademarks of their respective owners. You may not remove or alter any trademark, trade names, product names, logo, copyright or other proprietary notices, legends, symbols or labels in the Software. This EULA does not authorize you to use Diagenix's or Parlance or its suppliers' names or any of their respective trademarks.

This EULA, including all exhibits attached hereto, represents the entire Agreement between the Parties with respect to the matters covered by this Agreement, and supersedes all prior arrangements and understandings, written or oral, with respect to the matters covered by this Agreement. If there is any conflict between the terms and conditions of this EULA and the terms and conditions of any Customer purchase order or other document issued in connection with the subject matter of this Agreement, the terms and conditions of this Agreement shall prevail and the terms and conditions of such purchase order or other document shall have no effect.

Exhibit A

Service Level Agreement

Customer Service. Is available between the hours of 8am and 6pm local Customer time Monday through Friday, except for United States Federal holidays. Parlance Service Engineers and Development Engineers are available to address submitted requests and issues during these hours. For Customers that subscribe to 24x7, Customer Service is available every day, all day.

Issue Submission. To submit a request, Customers may contact Parlance and/or Diagenix as noted below:

(a). To contact **Parlance Service Engineers**

T: 888-700-6263 and just say “Customer Service”

E: customerservice@parlancecorp.com

(b). To contact Diagenix please refer to Diagenix Technical Support User Guide.

T: 866-425-6600 and just say “Support”

E: support@diagenix.com

Issue Response. Within the subscribed Customer Service hours, either a Diagenix or Parlance technical support representative will respond to requests that are submitted within 30 minutes of receipt and responds to system-reported issues within 45 minutes. Submitted requests and issues are classified into three priorities as follows:

Priority 1 – Service issue affecting call handling or urgent Customer request

Priority 2 – Less urgent service issues or Customer requests

Priority 3 – Least urgent service issues or Customer requests, including future projects

Examples of Priority 1 designations are the system is unable to take calls or there are transfer problems affecting a large number of destinations. Priority 1 issues are immediately worked on until they are resolved. Priority 1 issues that are not hardware related are typically resolved within 4 hours. Priority 1 issues that are hardware related may require system replacement, which typically occurs by the next business day.

Examples of Priority 2 designations are problems connecting with a particular name or a request from the customer for a change in dialog or application. Priority 2 issues are typically resolved by the next business day.

Examples of Priority 3 designations are a request for an application change to be enabled in the future or a request for a future enhancement. Resolution of Priority 3 issues can vary significantly, based on the scheduling of the future event or future availability of the feature request. Parlance strives to maintain responses immediately during the day in which request or issue is submitted unless issue was submitted after business hours. Parlance also provides progress updates while working towards resolution.

Performance Management

The Parlance Solution includes a comprehensive set of ongoing Performance Management Services and activities (also known as “Parlance Managed Services”) that is provided during your support hours which include but are not limited to:

- Monitoring service operation and proactively addresses service alerts
- Reviews and refines solution performance
- Verifies pronunciations and modifies, as needed
- Professionally records dialog refinements and name prompts
- Updates preferred routing for directory destinations, as needed
- Updates holiday and site closing schedule, if applicable
- Augments directory content through analysis of selected calls
- Addresses exceptions identified in directory entries
- Updates special handling for VIP directory entries, as needed
- Resolve duplicate names
- Modification and configuration as needed
- Provides and activates software updates, as needed
- Maintain off-site backup of implementation-specific data and logs that reside on the servers