



TO: National Bank of Moldova (Banca Nationala a Moldovei),

Subject : MAF for Public Bidding

Date : 16-01-2019

Object of purchase: Annual access support services for WhatsUp products

WHEREAS Ipswitch Inc who are official producers of WhatsUp Gold and having production facilities at 15 Wayside Rd. 4th Floor, Burlington, MA 01803, USA, do hereby authorize Softline International S.R.L. Republic of Moldova, mu. Chisinau, MD-2004, blvd. Stefan cel Mare si Sfint 202 (hereinafter, the "Bidder") to submit a bid of the Products produced by us, for the Supply Requirements associated with the above Object of purchase.

When resold by Softline International S.R.L. these products are subject to applicable Standard warranty terms. We assure you that in the event of Softline International S.R.L. not being able to fulfil its obligation - we would continue to meet the Support and Service terms as per our Standard Support Agreement through alternate arrangements.

We also confirm that Softline International S.R.L. is our Certified Gold Partner Reseller and can hence provide maintenance and upgrade support for our products.

We assure you the availability of upgraded and updates during the valid service agreement period with Ipswitch.

A handwritten signature in black ink, appearing to read "APorro", is positioned above the typed name.

Alessandro Porro

Senior Vice President of International Sales

Ipswitch, Inc.