



To whom it may concern

Date: **December 23, 2021**

Progress Software Resale Arrangements

Dear Sir / Madam,

I hereby confirm that as at the date of this letter, Softline International S.R.L. ("Reseller") is authorized by Progress Software Corporation ("Progress") to resell licenses for certain Progress software products, including the IT monitoring software product line WhatsUp Gold, and generally available support and maintenance services for those products, within Moldova.

Where an end user in Moldova purchases annual Progress support and maintenance services through Reseller, Reseller will be responsible for providing first level support to those end users and Progress will provide second level support to Reseller.

The continued provision of Progress support and maintenance services are subject to Progress continuing to make such services generally available to its customers in relation to the Progress products purchased and such services being purchased by the end user. If, for any reason, the Reseller is no longer authorized by Progress to resell generally available support and maintenance services for the Progress products, Progress may offer to provide continued support and maintenance services (subject to the above conditions) either directly or through an alternate authorized distributor or reseller.

Signed, for and on behalf of **Progress Software Corporation:**

Signed:

A handwritten signature in black ink, appearing to read 'Stephen H. Faberman'.

Name: Stephen H. Faberman

Title: Chief Legal Officer