

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Statement of Work

Version 1.0

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1 Introduction

1.1 Purpose and Scope

This document is the Master Statement of Work (“Master SOW”) and serves as a generalized technical and process specification for the Service Provider’s AI-Powered Agent Solution (a.k.a. AI Agent). This Master SOW defines the scope of available services, standard deliverables, Service Provider and Client responsibilities, technical specifications, and related definitions. This Master SOW is issued pursuant to, and forms an integral part of, the Master Service Agreement (“MSA”), as may be amended from time to time, by and between:

- i. مؤسسة الابتكار المعاصر لتقنية المعلومات (Modern Innovation Establishment for Information Technology, doing business under the trade name NEXOR) (the “Service Provider”); and
- ii. the party executing this SOW referencing the MSA (the “Client”).

The specific commercial terms, selected package, pricing, timeline, and all project-specific commitments are exclusively detailed in a separate Service Order Form (“SOF”) executed by both parties.

This Master SOW, together with the MSA, the SOF, and all their exhibits, constitutes the complete and exclusive statement of the mutual rights and obligations of the parties with respect to the AI Agent engagement.

2 Project Overview

2.1 Project Overview

The Service Provider will develop, deliver and maintain a fully AI-powered Agent solution (“Solution”, “AI Agent”) that

1. automates and enriches customer interactions via real-time, natural-language text;
2. captures and reports on key usage metrics—number of interactions—and delivers a snapshot of this metric upon client request; and
3. materially reduces manual support effort.

This Solution leverages state-of-the-art machine-learning models and proprietary conversational logic, and is custom-trained on the Client’s data and brand guidelines to ensure contextual accuracy. All components and operations of the Solution will comply with the Saudi AI Ethics Framework and applicable Shariah-compliance requirements, thereby ensuring transparent, culturally appropriate, and ethically responsible deployment, use and oversight.

2.2 Definitions

Capitalized terms not defined in this Master SOW have the meanings set forth in the Master Service Agreement (“MSA”).

“Acceptance Criteria” means the metrics, tests, and conditions that the Solution must satisfy as set forth in Section 6.0 of this Master SOW before the Client deems the Solution to be Accepted.

“Client Data” means all data, information, or content provided by the Client to the Service Provider for the purpose of training, configuring, deploying, and maintaining the AI Agent, including, but not limited to, brand guidelines, internal knowledge base articles, and customer service transcripts.

“Effective Date” means the date the corresponding Service Order Form is executed by both Parties, as defined in the Master Service Agreement.

“Emergency Change” is any change the Service Provider reasonably determines is necessary to (a) remediate a critical security vulnerability, (b) comply with newly-enacted law or regulation, or (c) correct a critical system failure that threatens the integrity of the Solution.

“Force Majeure” has the meaning set forth in the Master Service Agreement.

“Service Order Form” or “SOF” means the document executed by both Parties that incorporates this Master SOW and the MSA by reference, and sets forth the specific commercial terms, selected package, pricing, and project timeline for a particular engagement.

“Shariah Compliance” means adherence to the standards and rulings issued by the Saudi Shariah Authority (or a recognized Shariah Supervisory Board) governing financial technology and artificial-intelligence deployments, as may be updated from time to time.

3 Service Outlines

3.1 Section Overview

This section describes the standard deliverables and processes comprising the Service Provider's AI Agent Solution. Deliverables and processes include:

- Custom design, development, and deployment of a brand-aligned AI text agent integrated via supported channels;
- Ongoing monitoring by the Service Provider of agent performance and user interactions;
- AI model updates and fine-tuning based on interaction data;
- Technical support, maintenance, and incident management.

3.2 AI Agent Development and Deployment

- Development and deployment of a custom, AI-powered conversational agent, specifically engineered to automate customer interactions, speaking multiple languages, sending urls, and answering questions.
- Implementation of client-focused machine learning training modules to achieve precise contextual understanding, conversational accuracy, and continuous adaptive learning.
- Customized profiling to ensure a natural, human-like conversational experience that aligns with the client's brand identity and customer demographics.

3.3 AI Agent Capabilities

- Unimodal interface capability allowing simultaneous handling text-based customer inquiries.
- Conversation Starters: The AI Agent includes functionality to proactively suggest conversation initiators derived from customer analytics, behavior, and preferences.

The enablement of this feature is dependent on the selected package and Client-provided data.

- Customizable disclaimer or policy statements visibly integrated within the AI interaction module for regulatory compliance and transparency.
- AI-driven customer support, strategically designed to fulfill critical business objectives, which may include functionality for:
 - Instant Booking Call-To-Actions
 - Exclusive Offers Promotions
 - Package Upgrade Incentivizations
 - Personalized Assistance & Recommendations
 - Customized Actions Based on Client-Specific Needs
- Streamlined navigation assistance for client services, updates, and specialized information retrieval using relevant industry-specific terminologies.

3.4 Sentiment Analysis and Customer Escalation

- The AI Agent continuously evaluates conversational sentiment—identifying signs of frustration, confusion, or satisfaction—and dynamically modulates its replies to convey professional empathy. When appropriate, it will recommend the optimal package or service, or seamlessly escalate to a human representative, ensuring a sales-driven, exceptional customer experience.
- Advanced adaptive learning processes that continuously refine response accuracy based on interaction data, updated website information, and other training questions.

3.5 AI Updates and Performance Optimization

- AI model retraining and performance tuning—incorporating the latest interaction data, updated website content, and sales metrics—to sharpen conversational accuracy, elevate selling effectiveness, and drive continual revenue growth. The frequency of this update cycle shall be defined in the Service Order Form (SOF) based on the Client's selected package.

3.6 Business Performance and Improvement Analysis

- Ongoing capture and analysis of critical KPIs—such as conversation details, latency monitoring, and number of unique users—to generate actionable performance reports that inform strategic decisions and drive continuous service and revenue optimization. The specific KPIs captured and the frequency and format of the performance reports shall be determined by the package selected by the Client and documented in the SOF.

3.7 Shariah Compliance

- The AI Agent's design, training data, responses and business logic shall comply with the Shariah Compliance standards set forth in Section 2.0 (Definitions).

3.8 Technical Support and Maintenance

- Low-Touch Operation – The AI-Powered Agent is engineered for long-interval reliability and requires virtually no day-to-day maintenance.
 - The Parties may participate in a scheduled performance review, the frequency of which shall be defined in the Service Order Form (SOF) based on the Client's selected package. During this review, the Service Provider will present key operational metrics, address the Client's inquiries, and propose any mutually agreed enhancements or optimization tasks. Such reviews may be limited to two hours unless extended by written consent of both Parties.
 - On-Request Assistance – Should any rare critical issue emerge, the Client may submit a support request by email. The Service Provider commits to a response time frame as defined in the Service Level Agreement (SLA) section of this Master SOW, and specific to the package selected in the SOF.
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4 Change Control Procedure

4.1 Purpose

This Change Control Procedure ensures any modifications to the scope, deliverables, schedule, or costs of the Project are systematically reviewed, documented, and approved by both Parties prior to implementation.

4.2 Initiation of Change Request

- **Written Request:** Either the Client or the Service Provider (“Requesting Party”) may initiate a change by submitting a written Change Request Form (“CRF”) to the other Party.
- **Details Required:** The CRF must include the specific changes desired, rationale, and the anticipated effect on project scope, timeline, costs, and resource allocation.

4.3 Impact Assessment

- **Preliminary Review:** Upon receiving the CRF, the Receiving Party will review it within five (5) business days to determine feasibility.
- **Impact Analysis:** If deemed feasible, the Service Provider will prepare an Impact Analysis detailing:
 - Adjusted timeline and milestones
 - Additional Resource Requirements
 - Revised Cost Estimates
 - Any Other Relevant Technical or Operational Considerations
- **Response Time:** The Service Provider shall endeavor to complete the Impact Analysis within ten (10) business days, unless otherwise agreed in writing.

4.4 Approval and Documentation

- **Mutual Consent:** No change will be deemed valid unless both Parties provide written approval of the Impact Analysis.
- **Addendum to SOW:** Each approved CRF, along with its Impact Analysis, becomes an official addendum to this SOW, clearly labeled and signed by authorized representatives of both Parties.
- **No Obligation:** Neither Party is obligated to approve any requested change. Should the Parties fail to reach mutual agreement, the original SOW remains fully in effect without modification.

4.5 Change Execution

- **Implementation Plan:** Once the CRF is approved, the Service Provider will incorporate the newly agreed tasks into the project plan or schedule.
- **Revised Deliverables:** Any amendments to deliverables, acceptance criteria, or associated deadlines are to be documented and tracked accordingly.
- **Payment Adjustments:** If the approved change results in additional costs, the Client shall pay the revised fees in accordance with the new payment schedule detailed in the addendum.

4.6 Disputes or Rejections

- **Resolution Attempts:** In case of disputes about proposed changes, both Parties shall negotiate in good faith to settle disagreements.
- **Reversion to Original:** If negotiations fail to resolve a conflict, the Project proceeds under the original, unmodified scope outlined in this SOW.

4.7 Record-Keeping

- **Audit Trail:** Each approved or rejected CRF will be stored in a Central Change Register, ensuring a transparent history of all change requests, approvals, and related communications.
- **Confidentiality:** All information relating to a CRF is considered Confidential Information, and both Parties shall safeguard it per the terms of the Master Service Agreement.

4.8 Emergency Change Requests

- **Immediate Implementation:** The Service Provider may implement an Emergency Change without the prior written approval otherwise required by Sections 5.2–5.5.
 - **Notice & Documentation:** The Service Provider shall notify the Client in writing as soon as practicable—no later than one (2) Business Days after deployment—describing the nature of the emergency, the work performed, and any immediate impacts on scope, timeline or cost.
 - **Formalization & Adjustment:** Within five (5) Business Days of that notice, the Parties shall (i) complete an official Change Request Form per Section 5.4, and (ii) mutually agree in writing any required adjustments to deliverables, schedule, and fees. Absent such formalization, the Emergency Change shall be deemed approved and the Client remains responsible for any reasonable, documented costs incurred.
 - **No Wavier:** Emergency Changes do not waive any of the Parties' rights under this SOW or the MSA; all other Sections remain in full force and effect.
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5 Acceptance & Testing Criteria

5.1 Purpose and Scope

This section establishes the objective procedures and deadlines by which the Client shall conduct User Acceptance Testing (“UAT”), identify any non-conformities, and either accept or require remediation of the Deliverables under this Master Statement of Work (“Master SOW”). It operates subject to:

- the Change Control Procedure (Section 5 of this Master SOW) for any modifications to scope, schedule or fees; and;
- the Confidentiality, Dispute Resolution and Warranty provisions of the Master Service Agreement (“MSA”).

Upon completion of the UAT process as defined below, Deliverables will be deemed Accepted or rejected only in accordance with the rules in this Section 6.

5.2 Testing Phase

5.2.1 Testing Period:

Upon Service Provider’s delivery of each discrete set of Deliverables, the Client shall commence User Acceptance Testing (“UAT”) immediately and complete such testing within ten (10) Business Days, unless the Parties expressly agree in writing to an alternate period in the Service Order Form (SOF).

5.2.2 Testing Procedures:

During UAT, the Client will execute the acceptance tests set forth in this Master SOW, which will include without limitation:

- Functional Testing – Verification that all features operate in full accordance with the specifications and use-cases detailed in this Master SOW and the Service Order Form.
- Performance Testing – Confirmation that the AI Agent meets the performance thresholds (e.g. response time, accuracy rate, uptime) specified in Section 7 (SLA) and the Service Order Form (SOF).

- Compatibility Testing – Validation of correct operation across the agreed browsers, devices, operating systems and third-party platforms.

5.2.3 Defect Reporting:

If the Client identifies any failure to meet the foregoing acceptance criteria, the Client shall deliver to the Service Provider, within the Testing Period, a written Defect Report describing each non-conformance in reasonable detail. Each Defect Report must (i) reference the relevant specification or test case, (ii) describe the observed behavior versus the expected behavior, and (iii) include any supporting logs or screenshots.

5.3 Acceptance Procedure

5.3.1 Acceptance Criteria

The deliverables will be deemed accepted only if they satisfy all of the following objective, measurable standards (each a “Criterion”):

1. Functional Conformance: Features specified in Section 3 operates in accordance with its documented requirements.
2. Performance Metrics: System responsiveness, accuracy and throughput meet or exceed the standards set forth in Section 7 (SLA) and the training material provided by the Client.
3. Compatibility: The solution performs without error on the browsers and devices agreed upon in the Service Order Form.

Any additional acceptance criteria must be agreed in writing in advance and appended hereto.

5.3.2 Acceptance Timeline

The Client shall complete its User Acceptance Testing and either (a) deliver to the Service Provider a written notice of Acceptance, or (b) deliver a written Defect Report under Section 6.3.4, within ten (10) Business Days after receipt of the deliverables (“Acceptance Period”).

5.3.3 Sign-Off & Default Acceptance

- If the Client delivers a written notice that all Criteria have been met, the deliverables shall be Accepted as of the date of that notice.
- If the Client does not provide either a notice of Acceptance or a Defect Report by the end of the Acceptance Period, the deliverables shall be deemed Accepted by default on the next Business Day.

5.3.4 Non-Conformance & Remediation

- Defect Report Requirements: Any Defect Report must (i) identify each Criterion not met, (ii) describe each non-conformance in sufficient detail to permit reproduction, and (iii) reference the applicable Section of this Master SOW
- Remediation Commitment: Upon receipt of a valid Defect Report, the Service Provider will correct or replace the non-conforming deliverable at no additional fee and will re-submit corrected deliverables for re-testing within five (5) Business Days.
- Re-Testing: The Client shall have five (5) Business Days after receipt of corrected deliverables to re-test and either accept or produce a supplemental Defect Report.

If after two remediation cycles any Criterion remains unsatisfied, the parties will escalate under the Dispute Resolution provisions of the MSA.

5.4 Re-Testing and Final Acceptance

5.4.1 Re-Testing Window

- Following Service Provider's remediation and re-delivery of corrected Deliverables under Section 6.3.4, the Client shall have five (5) Business Days ("Re-Testing Window") to verify that all reported non-conformities have been resolved.

5.4.2 Final Acceptance

- If the Client delivers a written notice confirming that all previously reported non-conformities have been corrected within the Re-Testing Window, the Deliverables shall be deemed Finally Accepted as of the date of that notice.
- If the Client fails to deliver such confirmation or supplemental Defect Report within the Re-Testing Window, the Deliverables shall be deemed Finally Accepted by default on the next Business Day.

Upon Final Acceptance, all risk of loss or damage to the Deliverables passes to the Client, and any warranty periods commence as set forth in the MSA.

5.5 Default Acceptance

- If the Client neither delivers a Notice of Acceptance (Section 6.3.3) nor a Defect Report (Section 6.3.4) within the applicable Acceptance or Re-Testing Window, the Deliverables at issue shall be deemed accepted automatically on the first Business Day following the expiration of such window. This “default acceptance” constitutes the Client’s final and binding approval of the Deliverables.

5.6 Scope Limitations & Out-of-Scope Issues

5.6.1 Out-of-Scope Requests

- Any request by the Client to modify, extend or enhance features, functionality or deliverables beyond those expressly set forth in this Master SOW and the Service Order Form (each, an “Out-of-Scope Request”) shall not constitute a non-conformity and shall be subject to the Change Control Procedure (Section 5).

5.6.2 Additional Fees & Schedule Adjustments

- The Service Provider shall notify the Client in writing of any additional fees, revised milestones and/or timeline adjustments attributable to an approved Out-of-Scope Request. No work on such request shall proceed unless and until the Parties execute a written change order memorializing the agreed adjustments to scope, schedule and fees.

5.6.3 No Impact on Remaining Deliverables

- Unless and until a Change Order is fully executed, the Parties' respective obligations with respect to all other Deliverables and milestones under this Master SOW shall continue unabated and unaffected by any pending or proposed Out-of-Scope Requests.

5.7 Documentation and Record-Keeping

5.7.1 Retention of Records

- Each Party shall retain all UAT artifacts (including Defect Reports, Acceptance Certificates, test logs, change-order requests, and related correspondence) for a minimum of three (3) years following Final Acceptance.

5.7.2 Confidential Treatment

- All such records constitute Confidential Information under the MSA and shall be held and used only in accordance with the MSA and this Master SOW.

5.7.3 Audit Rights

- Upon reasonable prior notice, each Party shall afford the other Party a single audit per calendar year of its compliance with this Section 6.7, at the auditing Party's expense, during normal business hours and subject to the confidentiality provisions of the MSA.

5.8 Dispute Resolution

- Any disputes regarding acceptance shall be initially addressed following good-faith negotiation. If unresolved, disputes escalate per the Dispute Resolution provisions in the Master Service Agreement ("MSA").
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6 Service Level Agreement (SLA)

6.1 Purpose & Scope

This Service Level Agreement ("SLA") defines the general performance standards, support processes, and support obligations that the Service Provider shall uphold for the duration of the Services. The specific uptime requirements, guaranteed response times, and quantitative support metrics are set forth in the Service Order Form ("SOF") executed by the Client. This SLA supplements and is governed by the Master Service Agreement ("MSA") and this Master SOW.

6.2 Definitions

- **"Business Hours":** 9:00 AM – 5:00 PM, Sunday through Thursday, Arabian Standard Time (GMT+3), excluding Saudi public holidays.
- **"Incident":** Any event that disrupts or could disrupt the normal operation of the Services.
- **Severity Level:** Categorization of an Incident based on its impact and urgency (see Section 5).

6.3 Service Availability

6.3.1 Uptime Guarantee

The Service Provider will make commercially reasonable efforts to ensure the Services remain available, excluding planned maintenance windows or Force Majeure events. The specific Service Availability Uptime Guarantee applicable to the Client's engagement is explicitly documented in the Service Order Form (SOF) executed by the Parties.

6.3.2 Service Credits

- If the Service Provider fails to meet the specific Service Availability Uptime Guarantee defined in the Service Order Form (SOF), the Client may be eligible for a service credit. The formula for calculating such service credits, including the credit percentage and maximum credit ceiling, is exclusively defined in the Service Order Form (SOF) and/or the Master Service Agreement (MSA). To obtain a credit, the Client must submit a written claim within fifteen (15) days after the end of the month in which the breach occurred. Service credits are the Client's sole and exclusive remedy for any failure to meet the uptime guarantee.

6.4 Support Coverage

6.4.1 Standard Support

- The Service Provider offers remote technical support during Business Hours, with potential for extended or 24/7 coverage depending on the Client's selected package.
- Support channels include telephone, email, and other channels as specified in the Service Order Form (SOF).

6.5 Severity Levels & Response Times

6.5.1 Severity Definitions

- **Severity 1 (Critical):** A complete system outage or major failure causing total disruption of the Services, with no viable workaround.
- **Severity 2 (High):** Significant functionality is impacted or performance is severely degraded, but partial operation remains possible.
- **Severity 3 (Medium):** Non-critical issue affecting performance but not preventing essential operations.
- **Severity 4 (Low):** Minor inconveniences or cosmetic issues that do not materially impact functionality.

Key SLA Definitions:

- **Response Time:** The time for the Service Provider to acknowledge and begin initial diagnostics after an incident is reported by the Client.
 - **Resolution Target:** The intended timeframe for restoring normal or near-normal service. If the Service Provider provides a valid workaround, the severity may be adjusted accordingly.
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7 Clients Obligations & Responsibilities

To enable timely, effective, and fully compliant deployment of the AI Agent Solution, the Client shall, at its sole cost and expense, perform the following obligations:

7.1 Access Provision:

- Ensure uninterrupted, secure access for the Service Provider to all systems, environments, credentials, platforms, APIs, code repositories, and Client Data necessary for:
 - AI model training, testing, deployment and tuning
 - Integration, debugging and maintenance
- Provide any required network, VPN or single-sign-on accounts within the specific time frame outlined in the Service Order Form (SOF) or within ten (10) Business Days of request if no such time frame is specified.
- Client's failure to grant or maintain access on schedule shall entitle the Service Provider to (i) adjust the project timeline and fees under the relevant section of the MSA, and (ii) suspend work until access is restored.

7.2 Brand & Content Alignment:

- Deliver comprehensive brand standards (style guides, approved color palettes, tone-of-voice rules), and all necessary Client Data (including FAQs, workflow scripts, and any source documents or training corpora) within the time frame outlined in the Service Order Form (SOF) or, if not specified, within ten (10) Business Days of the SOF Effective Date.
- Notify the Service Provider in writing of any changes to brand, compliance, or core content policies at least ten (10) Business Days before they take effect.
- Any delay or incomplete delivery under this section will be deemed a Client breach and may result in the Service Provider pausing work until materials are delivered; timeline and commercial impacts will be governed by the relevant Client Cooperation or Suspension sections of the MSA.

7.3 Internal Resource Allocation:

- Designate a single point-of-contact (POC) with decision-making authority, and ensure availability of Client staff for weekly status, testing and feedback sessions.
 - Allocate sufficient personnel (including IT, legal and compliance) to review deliverables, execute UAT, and approve acceptance within the timeframes set forth in Section 6 of this SOW.
 - If the POC or review team is unavailable and approvals are delayed beyond agreed UAT windows, deliverables will be deemed Accepted by default (per Sections 6.3.2 and 6.5) and additional support or rework will incur additional fees.
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8 Liability, Warranty, and Dispute Resolution

8.1 Limitation of Liability

- 8.1.1 The Service Provider's aggregate liability arising under or in connection with this Master SOW (whether in contract, tort—including negligence—statute or otherwise) shall be governed by and limited to the terms set forth in the Master Service Agreement (MSA).
- 8.1.2 The exclusion of indirect, incidental, special, consequential, or punitive damages, including loss of profits, loss of data, business interruption or loss of goodwill, shall be governed by the Master Service Agreement (MSA).
- 8.1.3 The application of these limitations to any liability borne by the Service Provider's affiliates, licensors, subcontractors, and suppliers shall be governed by the Master Service Agreement (MSA).

8.2 Warranty

- 8.2.1 The Service Provider warrants that the AI Agent Solution will materially conform to the specifications set forth in this Master SOW and the Service Order Form (SOF) for the Warranty Period and under the conditions defined in the Master Service Agreement (MSA).
- 8.2.2 If specific remedy for any notified non-conformity during the Warranty Period—including correction, replacement, or refund—shall be governed by the Master Service Agreement (MSA).
- 8.2.3 **DISCLAIMER: EXCEPT FOR THE EXPRESS WARRANTY CONTAINED IN THE MSA AND THIS MASTER SOW, THE SERVICE PROVIDER DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT, AS FURTHER DETAILED IN THE MASTER SERVICE AGREEMENT (MSA).**

8.3 Dispute Resolution

- 8.3.1 Any dispute, controversy, or claim arising out of or relating to this Master Statement of Work shall be governed by the dispute resolution process set forth in the Master Service Agreement (MSA).
- 8.3.2 This includes, but is not limited to, the preliminary negotiation requirements, the method of final resolution (e.g., litigation or binding arbitration), the venue for resolution (e.g., Riyadh, Saudi Arabia), and the governing legal jurisdiction.
- 8.3.3 Nothing in this Master SOW shall prevent either Party from seeking interim or injunctive relief in any court of competent jurisdiction to protect its intellectual property rights or confidential information, as provided for in the Master Service Agreement (MSA).
- 8.3.4 The allocation of costs and fees related to any dispute resolution process shall be governed by the Master Service Agreement (MSA).

8.4 Data Protection & Privacy

8.4.1 Definitions

- The definitions, scope, and operational requirements for data protection and privacy, including but not limited to terms such as “Personal Data,” “Processing,” and compliance with the Saudi Personal Data Protection Law (“PDPL”), are comprehensively addressed and governed by the Data Processing Addendum (DPA) and the Master Service Agreement (MSA).

8.4.2 PDPL Compliance

- The Service Provider shall, when Processing any Personal Data on behalf of the Client, comply with the PDPL, its Implementing Regulations, and the specific data protection obligations detailed in the Master Service Agreement (MSA) and any agreed Data Processing Addendum.

8.4.3 Security Measures

- The specific technical and organizational measures (e.g., encryption, access controls) implemented and maintained by the Service Provider to protect Personal Data shall be governed by the Master Service Agreement (MSA) and related security policies.

8.4.4 Breach Notification

- The Service Provider's obligations regarding the notification of any actual or suspected Personal Data breach, including timelines and required details, shall be governed by the Master Service Agreement (MSA).

8.4.5 Data Subject Rights

- The Service Provider's obligation to assist the Client in responding to any Data Subject request (e.g. access, correction, deletion) shall be governed by the Master Service Agreement (MSA).

8.4.6 Subprocessors

- The terms governing the engagement of Subprocessors, including the requirement for Client consent and the flow-down of protective obligations, shall be governed by the Master Service Agreement (MSA)

8.4.7 Data Return & Deletion

- The requirements for data return and deletion upon termination or expiration of services shall be governed by the Master Service Agreement (MSA).

8.4.8 Liability

- Any breach by the Service Provider of its data protection and privacy obligations shall be governed by the Limitation of Liability and other remedies provided in the Master Service Agreement (MSA).
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9 Language and Translation

9.1 English as Governing Language

- This Master Statement of Work (including its appendices and the Master Service Agreement) and all related documents are drafted in English. All official communications, notices, invoices, deliverables, and work products provided under this Master SOW shall be in English unless both Parties expressly agree in writing to use another language.

9.2 Conflict and Precedence

- In the event of any conflict or ambiguity between the English text of this Master SOW and any translation thereof, the English text shall govern and prevail. The full language-and-translation framework, including the order of precedence in case of conflict with the MSA or SOF, shall be governed by the Master Service Agreement (MSA).
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NEXOR

Accelerating Saudi Arabia's
AI Revolution.

—THE END—