Please note that these updated Service-Specific Supplemental Terms will apply to your Avalara Service upon any upgrade, renewal, or Service purchase made on or after July 1, 2026.

These Property Tax Service-Specific Supplemental Terms (these "***PT Terms***") govern Customer's purchase and use of Property Tax. These PT Terms are in addition to and incorporate by reference the Avalara Service Terms and Conditions located at https://www.avalara.com/us/en/legal/terms.html (the "***Terms***"). Any capitalized terms used in these PT Terms and not defined have the meaning given in the Terms.

1. **Definitions**.

    a. "***Appeal***" means a filing made with an Assessing Jurisdiction to contest the jurisdiction's valuation of a property.
    b. "***Assessing Jurisdiction***" means a taxing authority that assesses the value of Customer's property.
    c. "***Assessment***" means a notice sent by an Assessing Jurisdiction describing the jurisdiction's valuation of Customer property.
    d. "***Asset Data***" means descriptions of assets provided by Customer and the associated asset classes.
    e. "***Bill***" means a document sent by a Collecting Jurisdiction detailing the property taxes owed by Customer.
    f. "***Blank Return Form***" means a document provided by the Assessing Jurisdiction for Customer to complete and submit as a Return to the Assessing Jurisdiction.
    g. "***Client***" means entities or individuals for whom Customer provides accounting and/or consulting services.
    h. "***Collecting Jurisdiction***" means a taxing authority to whom Customer is required to remit property tax payments.
    i. "***Document***" means a document that may be uploaded into PT Documents, including but not limited to Assessments and Bills.
    j. "***Property Tax Assessments for Accountants***" means the Service where Avalara provides Customer with access to Avalara Technology and Content for use by accountants to process and manage Assessments and Appeals on behalf of Customer's Clients.
    k. "***Property Tax Assessments for Enterprise***" means the Service where Avalara provides Customer with access to Avalara Technology and Content to process and manage Assessments and Appeals.
    l. "***Property Tax Bills for Accountants***" means the Service where Avalara provides Customer with access to Avalara Technology and Content for use by accountants to process and manage Bills on behalf of Customer's Clients.
    m. "***Property Tax Bills for Enterprise***" means the Service where Avalara provides Customer with access to Avalara Technology and Content to process and manage Bills.
    n. "***Property Tax Documents for Accountants***" means the Service where Avalara provides Customer with access to Avalara Technology for use by accountants to enable automated data entry of information presented in property tax Documents on behalf of Customer's Clients.
    o. "***Property Tax Document for Accountants: Document Research - Missing Documents***" means the Service where Avalara assists in identifying and processing missing Documents for known Property Tax Accounts on behalf of Customer's Clients. This is an add-on product

that requires Customer to have an active subscription to Property Tax Documents for Accountants.

p. "***Property Tax Documents for Enterprise***" means the Service where Avalara provides Customer with access to Avalara Technology to enable automated data entry of information presented in property tax Documents.

q. "***Property Tax Documents for Enterprise: Document Research – Missing Documents***" means the Service where Avalara assists in identifying and processing missing Documents for Customer's known Property Tax Accounts. This is an add-on product that requires Customer to have an active subscription to Property Tax Documents for Enterprise.

r. "***Property Tax Returns for Accountants***" means the Service where Avalara provides Customer with access to Avalara Technology and Content for use by accountants to enable the preparation of Returns on behalf of Customer's Clients.

s. "***Property Tax Returns for Enterprise***" means the Service where Avalara provides Customer with access to Avalara Technology and Content to enable the preparation of Returns.

t. "***Property Tax Returns Pro***" means the Service where Avalara provides Customer with access to Avalara Technology and Content to enable the preparation of personal property Returns for filing in certain states.

u. "***Property Tax Documentation***" means Avalara's user guides, training manuals, instructions, usage information, and other similar documentation, as updated or revised by Avalara from time to time, that Avalara provides to Customer (i) within the Service, (ii) at https://knowledge.avalara.com (or a successor site that Avalara may designate from time to time), or (iii) https://support.crowdreason.com/.

v. "***Redacted Documents***" means Bills, Assessments, and Blank Return Forms from which Avalara has removed Personal Information, Customer's name, and/or Client's name, as applicable.

w. "***Return***" means a document listing the asset costs and depreciated values of Customer's property, for submission to an Assessing Jurisdiction.

2. **Customer Obligations; License**.

a. **Tax Data**. Customer is solely responsible for the accuracy and completeness of all data relating to Customer's properties, assets, allocations, and legal entities as well as all data relating to the relevant Assessing Jurisdictions and Collecting Jurisdictions to which Customer is obligated to file a Return or pay a Bill (collectively, the "***Tax Data***"). Avalara does not audit, validate, or verify Tax Data.

b. **Compliance with Applicable Law**. Customer shall comply with all Applicable Laws, including the rules, regulations, and procedures of any local, state, federal, or foreign government applicable to Customer, including rules and regulations promulgated by any Assessing Jurisdiction or Collecting Jurisdiction.

c. **Remittance**. Customer is solely responsible for timely filing a Return or Appeal, and timely remitting the payment of any taxes or fees associated with an Assessment or Bill.

d. **Correspondence**. Customer is solely responsible for receiving and managing any correspondence from any Assessing Jurisdiction or Collecting Jurisdiction.

e. **Document Research**. This Section 2(e) applies to Customers who have purchased Property Tax Documents for Accountants: Document Research – Missing Documents or Property Tax Documents for Enterprise: Document Research – Missing Documents. Customer shall designate the Document as missing within the Service or via other means as specified by Avalara. In addition, Customer shall provide all information requested by Avalara regarding the missing Documents, which may include (i) for Assessments, the name of the Assessing Jurisdiction, parcel number, and account information for the Assessing Jurisdiction, and (ii) for Bills, the name of the Collecting Jurisdiction and account information for the Collecting Jurisdiction.

3. **Fees**.
    a. **Annual Billing**. The per-Return, per-Assessment, per-Bill, or per-Document fee specified in Customer's subscription plan is based on Customer's estimated annual usage.
        i. **End of Subscription Term Billing**. If Customer is billed on an annual basis and exceeds an applicable usage tier included in their Property Tax subscription, Customer will typically be invoiced for the actual usage at the end of the Subscription Term. Avalara reserves the right to charge Customers for overages incurred during an applicable billing period.
    b. **Document Calculations**. Fees for usage of Property Tax Documents for Enterprise or Property Tax Documents for Accountants (collectively, "***PT Documents***") are based on the number of Property Tax Accounts associated with the Documents uploaded to the Service by Customer. "***Property Tax Account***" means the unique identifier associated with a Customer on file with an Assessing Jurisdiction or Collecting Jurisdiction. Because a single Document may be associated with multiple Property Tax Accounts, Customers will be assigned to an applicable usage tier based on the number of Property Tax Accounts extracted from the Documents they upload to PT Documents.
4. **Customer Support Plans**. Avalara will provide technical support in accordance with Customer's purchased support plan, as described in the Property Tax Documentation. Technical assistance shall generally be provided by email and telephone 8am to 5pm Central time, Monday through Friday, excluding U.S. national and Avalara holidays.
    a. **Support Users**. Customer will be responsible for designating the individual users eligible to submit technical assistance support tickets ("***Support Users***"). The number of Support Users provisioned will be dependent on the customer support tier included on Customer's Order Document. Customer may not designate a Client as a Support User.
    b. **Training**. Avalara will provide Customer access to live and pre-recorded webinars for training purposes in accordance with the Customer's purchased support plan.
    c. **Support Issue Tracking**. For tracking purposes, Customer must send all support issues to the email address specified by Avalara.
5. **Property Tax for Accountants**. This Section 5 applies to Customers who have purchased Property Tax Assessments for Accountants, Property Tax Bills for Accountants, Property Tax Documents for Accountants, and/or Property Tax Returns for Accountants (individually or collectively, "***Property Tax for Accountants***").
    a. **Use of the Services**. Customer is authorized to use Property Tax for Accountants solely for Customer's internal business operations, including the provision of tax advisory and tax preparation services for its Clients. Avalara's fees for Property Tax for Accountants are Avalara's Confidential Information.
    b. **Asset Data**. Avalara may use Asset Data to develop and improve the Avalara Technology. Avalara has no obligations to Customer with respect to return or deletion of Asset Data, and may continue to use Asset Data to develop and improve the Avalara Technology after termination of this Agreement. For avoidance of doubt, Asset Data does not include Personal Information or Customer's name.
    c. **Customer Obligations**.
        i. **Client Data**. Customer is solely responsible for the accuracy and completeness of the information uploaded to Property Tax for Accountants relating to Customer's Clients ("***Client Data***"). Customer Data includes Client Data. Customer represents and warrants that it has the right to upload Client Data to the Avalara Service for Avalara's use as permitted by the Agreement, and Customer shall not submit any Client Data that Customer does not have the legal right to submit to Avalara. Customer shall not violate any fiduciary duty Customer has to Clients. Avalara may remove any Client Data from the Services it believes to be in violation of this Agreement or Applicable Law.

ii. **Account Access**. Customer shall solely manage the Account, shall not permit Client access to the Avalara user portal using the Account credentials, and shall not disclose the Account access credentials to any Client.

iii. **Client Support**. Avalara is not responsible for providing support to Clients. Customer is responsible for providing all support to Clients, including support for all substantive tax issues.

iv. This Agreement does not and is not intended to confer any rights or remedies to Clients.

6. **PT Documents**. This Section 6 applies to Customers who have purchased PT Documents.

   a. **Redacted Documents**. Avalara may use Redacted Documents to develop and improve the Avalara Technology. Avalara has no obligations to Customer or Client with respect to return or deletion of Redacted Documents, and may continue to use Redacted Documents to develop and improve the Avalara Technology after termination of this Agreement.

7. **Property Tax Returns Pro**. This Section 7 applies to Customers who have purchased Property Tax Returns Pro.

   a. **Activation Fee**. Customer shall pay a one-time activation fee based on the usage tier specified in Customer's Order Document.

   b. **Asset Data**. Avalara may use Asset Data to develop and improve the Avalara Technology. Avalara has no obligations to Customer with respect to return or deletion of Asset Data, and may continue to use Asset Data to develop and improve the Avalara Technology after termination of this Agreement. For avoidance of doubt, Asset Data does not include Personal Information or Customer's name.

8. **Avalara Property Tax Managed Services**. For an additional fee, Customers who purchase Property Tax Assessments for Enterprise, Property Tax Bills for Enterprise, Property Tax Documents for Enterprise, or Property Tax Returns for Enterprise may also elect to purchase a Property Tax managed services add-on to the underlying enterprise subscription. Each add-on includes different features and services, as described in this Section 8, and will be offered in three distinct tiers: Basic Managed Service ("***Basic***"), Standard Managed Service ("***Standard***,") and Premium Managed Service ("***Premium***").

   a. **Managed Services for Property Tax Documents for Enterprise**.

      i. **Basic Managed Services for Property Tax Documents for Enterprise**. Avalara will enter received Assessments and Bills into Avalara's system for tracking and reference, provided that Customer is responsible for uploading Documents into the system, according to then-current Property Tax Documentation and/or any other system requirements and instructions provided by Avalara. Following upload, Avalara will use commercially reasonable efforts to correct Documents flagged as including errors in Avalara's system. Avalara will provide notice of Documents for which errors cannot be corrected and require additional Customer input. Customer is responsible for responding to all notices and requests from Avalara in a timely manner. Customer shall upload all formal notices within 3 business days of receipt.

      ii. **Standard Managed Services for Property Tax Documents for Enterprise**. Avalara will provide all the same services included in Basic. In addition, Avalara will also initially process and upload Documents into the system. Customer is responsible for providing all Documents received from relevant Assessing and Collecting Jurisdictions in a timely manner, in the format and by the method described in the Documentation or otherwise indicated by Avalara.

      iii. **Premium Managed Services for Property Tax Documents for Enterprise**. Avalara will provide all the same services included in Standard, as well as process incoming Customer mail. Avalara will establish and maintain a shared post office box to directly receive such Documents from Assessing and Collecting Jurisdictions on Customer's behalf. Original physical Documents will be retained for a period of thirty (30) calendar days following receipt. After such period, all Documents will be digitized and uploaded to the Property Tax Documents for Enterprise platform accessible by Customer, and physical originals will be destroyed. For any unsupported document type, Avalara will forward Customer scanned copies. Any checks received will be forwarded to Customer. Avalara disclaims liability for any delays or losses caused by postal carriers or third-party mail services, and limits its liability for mishandled physical documents to the fees paid for the impacted service. As part of implementation, at Customer's request, Avalara will send one-time change of address notifications to applicable Assessing and Collecting Jurisdictions with Property Tax Accounts managed by Avalara. Customer authorizes

Avalara to issue such communications as an agent of Customer for this limited purpose. Avalara may assess additional fees for special pre-processing, handling of paper checks, or handling of original paper documents beyond the standard retention period or for any Document preparation or Document handling services that exceed the scope of standard processing.

iv. **Avalara Processing Time**. Avalara will process all received Documents within five (5) business days of receipt. In the event Avalara fails to meet this processing timeline, and such delay materially impacts the delivery of Services, Customer may request a pro-rata reduction of fees corresponding to the delayed processing, not to exceed 10% of the monthly fees attributable to the impacted Services. This pro-rata fee reduction constitutes the Customer's sole and exclusive remedy, and Avalara's entire liability, for any failure to timely process such Documents.

b. **Managed Services for Property Tax Assessments for Enterprise**.

i. **Basic Managed Services for Property Tax Assessments for Enterprise**. Avalara will transform data about Customer's properties and accounts with relevant Assessing Jurisdictions to maintain account and/or property information in the system. Where available, Avalara will align account information to legal entity and property records. Avalara will perform these services only for properties and accounts disclosed by Customer and/or associated with a Return filed by Avalara. Customer is responsible for providing timely and accurate location data, known account information, and for timely uploading any Assessments received. At time of implementation, Customer shall provide copies of last known Assessments for existing accounts. Customer shall upload any one-time or supplemental Assessments to Customer's Account within 3 business days of receipt.

ii. **Standard Managed Services for Property Tax Assessments for Enterprise**. Avalara will provide all the same services included in Basic. In addition, Avalara will actively pursue any missing Assessments for known Property Tax Accounts within 21 calendar days of their respective appeal deadlines. If assessors are uncooperative or unwilling to provide information, as determined within Avalara's reasonable discretion, Avalara will use commercially reasonable efforts to retrieve the necessary documentation. Avalara shall not be obligated to retrieve documents from taxing authorities that require payment of a fee for either (1) furnishing a copy of the Assessment or Bill or (2) providing access to assessment or billing information. Avalara will notify Customer of such instances through reports of irretrievable Assessments or Bills. If retrieval is unsuccessful within 21 calendar days of respective appeal deadlines, Avalara will escalate the issue by reporting any irretrievable items to Customer, along with a summary of actions taken. Upon delivery of such report, Avalara has no further obligations with respect to these Assessments. Avalara is not responsible for missed deadlines resulting from irretrievable assessments, and Customer retains sole responsibility for filing Appeals. Avalara will review personal property tax Assessments for Returns filed by Avalara against Customer's rendered fair market value (FMV) and communicate any variances ("Variance Reports"). Customer is responsible for any fees charged to retrieve information or settle values.

iii. **Premium Managed Services for Property Tax Assessments for Enterprise**. Avalara will provide all the same services included in Standard. In addition, Avalara will obtain assessor workpapers and prepare an explanation of material assessment variances in Assessments related to personal property Returns filed by Avalara. These explanations are factual summaries only and do not constitute tax advice, legal analysis, or audit representation. For real property, upon Customer request, Avalara will provide a comparison to prior year tax data, where available, and a short-form explanation of the variance. Customer shall (i) provide any necessary authorization to act as Customer's agent in this limited capacity; (ii) manage online accounts where required by Applicable Law; and (iii) share account credentials for information retrieval, when found necessary in Avalara's sole discretion.

c. **Managed Services for Property Tax Bills for Enterprise**.

i. **Basic Managed Services for Property Tax Bills for Enterprise**. Avalara will transform data about Customer's properties and accounts at relevant Assessing and/or Collecting Jurisdictions to maintain account and/or property information in the system. Where available, Avalara will align account information to legal entity and property records. Avalara will perform these services only for properties and accounts disclosed by Customer and/or associated with a Return filed by Avalara. Customer is responsible for providing timely and accurate location data, known account information, and for timely uploading any Bills received. At time of implementation, Customer must provide copies of last known Bills for existing accounts. Customer shall upload any one-time or supplemental Bills to Customer's Account within 3 business days of receipt.

ii. **Standard Managed Services for Property Tax Bills for Enterprise**. Avalara will provide all the same services included in Basic. In addition, Avalara will monitor and report tax bills due consistent with a schedule agreed upon with Customer. Also, Avalara will actively pursue any missing Bills for known Property Tax Accounts within 21 calendar days of their respective payment deadlines. If collectors are uncooperative or unwilling to provide information, as determined within Avalara's reasonable discretion, Avalara will use commercially reasonable efforts to retrieve the necessary documentation. Avalara shall not be obligated to retrieve documents from taxing authorities that require payment of a fee for either (1) furnishing a copy of the Bill or (2) providing access to assessment or billing information. Avalara will notify Customer of such instances through reports of irretrievable Bills. If retrieval is unsuccessful within 21 calendar days of respective payment deadlines, Avalara will escalate the issue by reporting any irretrievable items to Customer, along with a summary of actions taken. Upon delivery of such report, Avalara has no further obligations with respect to these Bills. Customer is responsible for any fees charged to retrieve information or settle values, as well as for promptly reviewing and submitting timely payment for any Bills procured by Avalara as part of this Standard service. Avalara is not obligated to provide these listed managed services for any Bills due prior to implementation or received during the implementation period. Avalara disclaims any liability for penalties, interest, or late fees arising from irretrievable Bills, and Customer remains solely responsible for timely tax payment.

iii. **Premium Managed Services for Property Tax Bills for Enterprise**. Avalara will provide all the same services included in Standard. In addition, Avalara will actively pursue receipts for paid Bills and provide reporting on the payment status of properties and accounts disclosed by Customer and/or associated with a Return filed by Avalara. Avalara will use commercially reasonable efforts to verify payment status and procure a receipt but cannot guarantee that it will identify unpaid taxes or locate undiscoverable accounts. Avalara will notify Customer if receipts or payment status for known accounts are irretrievable. Customer remains solely responsible for ensuring all taxes are paid, and Avalara's payment status reports are for informational purposes only and do not constitute confirmation of tax compliance.

d. **Managed Services for Property Tax Returns for Enterprise**.

i. **Basic Managed Services for Property Tax Returns for Enterprise**. Avalara will prepare, transform, and load Customer data for fixed assets and locations. Customer must provide this data within 10 calendar days following each Lien Date. "***Lien Date***" means the date of valuation of property on the local assessment roll for the relevant property tax jurisdiction. Customer is responsible for timely providing accurate data, including but not limited to: complete addresses for all locations; a listing of fixed assets including asset classifications, general ledger codes, costs, and acquisition dates; details on supplies, inventory, and construction in progress; and any additional information needed for jurisdictional form questions or as reasonably required by Avalara to provide services. Customer must communicate any non-standard filing stances, obsolescence arguments, allocations, location/account overrides, legal entity alignment, and known jurisdictions and related account numbers. Avalara will provide this data transformation service only for such data provided by Customer in a usable format, and only for properties and accounts disclosed by Customer and/or associated with a Return filed by Avalara. Customer is solely responsible for timely filing a Return, unless otherwise expressly stated in the Terms. At time of implementation, Customer must provide all prior year return data in the form of data extracted from previous system and/or copies of return images. Avalara does not provide audit support beyond answering assessor questions relating to work performed by Avalara and providing a reconciliation of data transformed and loaded by Customer.

ii. **Standard Managed Services for Property Tax Returns for Enterprise**. Avalara will provide all the same Services included in Basic. In addition, Avalara will prepare signature-ready tax Returns by the later of 10 business days before the applicable filing deadlines or 10 business days after the Lien Date, provided Customer has timely met all of its obligations described in this Section 8(d). Prior to implementation, Customer must upload copies of any returns filed in the one year prior to the Effective Date, as well as any original return forms received from Assessing Jurisdictions. Avalara will align data submitted by the Customer to accounts disclosed by Customer and/or associated with a Return filed by Avalara, or into temporary placeholder accounts for properties where no account information is available. Customer is responsible for approving, signing, and filing prepared Returns in a timely manner. Avalara is not obligated to provide these listed managed services for any Returns due prior to implementation or received during the implementation period. In the event Avalara fails to meet the preparation timeline, and such delay materially impacts the delivery of Services, Customer may request a pro-rata reduction of fees corresponding to the delayed preparation, not to exceed 10% of the monthly fees attributable to the impacted Services. This pro-rata fee reduction constitutes the Customer's sole and exclusive remedy, and Avalara's entire liability, for any failure to timely prepare such Returns.

A. **Original Documents for Tax Returns**. Avalara will not prepare Returns for jurisdictions that do not accept computer-generated or electronically filed forms (e.g., a Return must be notarized prior to submission) and instead mandate that Returns be physically completed on jurisdiction-issued pre-printed forms. Customer acknowledges that Avalara is unable to support manual completion of such forms, and Customer shall be solely responsible for preparing, signing, and submitting such Returns directly to the applicable taxing authorities.

B. **Printing and Mailing of Returns with Prepayments or Filing Fees.** When prepayment of taxes or a filing fee is required with the Return, Customer is responsible for printing and mailing the signed Return along with the payment to the relevant jurisdiction.

C. **Responsibility for Amended Returns**. If amended Returns are required due to data not provided within 10 calendar days after the Lien Date or changes in data formats not provided at least 30 calendar days before the deadline, Customer will be responsible for any necessary amended Returns. Avalara can assist with amended or supplemental Returns at its then-current per-Return rate.

iii. **Premium Managed Services for Property Tax Returns for Enterprise**. Avalara will provide all the same Services included in Standard, except that, upon Customer signature application and/or approval, and subject to any limitations described elsewhere in this Section, Avalara will mail or electronically file prepared tax Returns prior to the applicable filing deadlines, provided Customer has timely met all of its obligations described in this Section 8(d). Customer shall (i) provide any necessary authorization to act as Customer’s agent in this limited capacity; (ii) manage online accounts where required by Applicable Law; and (iii) share account credentials for information retrieval, when found necessary in Avalara’s sole discretion. Avalara will not mail Returns to jurisdictions that do not accept computer-generated forms, or those that require payment by check, wet signatures, or notarization. Avalara's liability for any penalties or interest arising from filed returns is limited to re-filing at no charge and subject to the overall liability cap in the Terms. Customer's review and authorization is Customer's acknowledgment of accuracy.

A. **Signature Authorization for Tax Returns**. Customer will review all signature-ready Returns and provide authorization by either (1) applying their digital signature in the system, or (2) emailing approval to an email address designated by Avalara to ask Avalara to apply a digital signature on their behalf. Where a wet ink signature is required by a taxing jurisdiction, Customer is responsible for signing and mailing the Return. Customer must approve and authorize signature-ready Returns within 10 business days of receipt and no later than 7 business days before the applicable filing deadline. Where such approval and authorization is not provided within the aforementioned timeframe, Avalara will not file the applicable Returns and Customer will assume responsibility for filing the Returns directly with the relevant authorities.

iv. **Limitations on Processing of Exemptions and Abatements**. Avalara will not process or apply for any special exemptions, abatements, incentives, freeport exemptions, or similar property tax reductions or exclusions, except for de minimis value exemptions that are unambiguous and clearly prescribed under applicable statutes without the need for interpretation or legal analysis. Customer acknowledges and agrees that Avalara does not provide legal advice, tax consulting, or interpretive services related to eligibility, applicability, or strategy for such exemptions or abatements. Any analysis, documentation, application, or appeal related to such items remains the sole responsibility of Customer.

v. **Extensions and Amended Returns**. Extension requests or amended returns are Customer's responsibility. In its sole discretion, Avalara may assist for a fee at its then-current per-Return rate.

e. **Managed Services Customer Obligations**. In addition to any obligations described in Sections 8(a)-(d) above, the following Customer obligations apply to any managed services described in these PT Terms:

i. **Responsibility for Data Accuracy**. Returns will be generated based solely on the physical locations, asset classifications, costs, and acquisition dates provided by Customer. Customer is responsible for informing Avalara of any restated costs or acquisition dates resulting from mergers, acquisitions, or internal reconciliations, and for providing any formulas used to adjust for fixed asset or inventory obsolescence. Customer is solely responsible for reviewing and approving its data, and must disclose any known inaccuracies in the data provided.

ii. **Complete Data Extract(s) for Implementation**. Customer shall provide Avalara with a complete dataset in Excel (.xls, xlsx, xltx, xps, etc.), .csv, or a standard tab delimited text format(s). Avalara will advise Customer on acceptable file formats. Required data includes: complete addresses for all property locations; comprehensive listing of fixed assets including asset classifications, general ledger codes, costs, acquisition dates for all active assets; details on supplies, inventory, and construction in progress; known account information including assessor account numbers, collectors, and collector account numbers and any other data that Avalara reasonably requires.

iii. **Recurring Data Format and Frequency**. Customer shall complete data submissions once per applicable Lien Date. Supplemental data loads, such as those separated by state, jurisdiction, or legal entity, may incur additional charges at the then-current hourly rate. To prevent delays, Customer shall inform Avalara of any expected changes to data formats, acquisitions, or issues requiring segmentation, delays, or supplements to fixed asset data by 30 calendar days before the applicable filing deadline. Supplemental data loads due to segmentation and reimplementation due to format changes will be billed at the then-current hourly rates.

iii. **Access and Authorization**. The Customer will provide necessary permissions (Letter of Authorization, custom state/jurisdiction authorization forms), credentials and other information for Avalara to access jurisdictional records and retrieve account information where required. Where Customer declines to provide such necessary permissions, credentials or other information to Avalara when requested, Customer assumes responsibility for (a) the procurement of tax bills and assessments or (b) the electronic filing of tax returns, as applicable. Customer releases Avalara from any liability associated with a delay in the Service associated with Customer's failure to provide permission or access required under this section.

f. **Managed Services Property Tax Data**. Avalara may use data provided by Customer, including but not limited to fixed asset details (e.g., classifications, costs, acquisition dates), property location information, and any related metadata or jurisdictional attributes (collectively, "***Property Tax Data***") to train, develop, and improve Avalara's technology and services. This includes, but is not limited to, tools used to classify assets, identify and assign assessors, collectors and taxing jurisdictions, and improve the accuracy of jurisdictional matching through geospatial analytics and AI-driven processes. Avalara has no obligation to return or delete Property Tax Data, and may continue to use such data following termination of the Agreement to improve

Avalara’s systems. For the avoidance of doubt, Property Tax Data does not include Personal Information

9. **Deviations from the Terms**.

    a. **Planned Downtime**. Avalara will give users at least 24 hours written notice via a banner or notification within the Service of scheduled system maintenance or updates. Maintenance windows are typically less than one hour and performed outside of regular operating business hours to mitigate impact to Customer.

    b. **Automatic Upgrades and Overages**. If Customer exceeds an applicable usage tier included in its Property Tax subscription, Customer can choose to pay: (1) an overage fee; or (2) an upgrade fee to the next applicable usage tier or to a higher volume within the same usage tier. Notwithstanding anything to the contrary in the Terms, the default choice is the overage fee.

    c. **Status Updates**. Avalara may elect not to provide status updates.

10. **Data Exports**. Customer expressly acknowledges that Client Data (if any) uploaded to Property Tax Assessments for Accountants, Property Tax Bills for Accountants, Property Tax Documents for Accountants, Property Tax Document for Accountants: Document Research - Missing Documents, Property Tax Returns for Accountants, or otherwise provided to Avalara may be made available to Avalara’s Affiliates and subprocessors, which include persons outside of the United States. Customer shall obtain any consents to disclose Client Data to Avalara and its Affiliates and subprocessors as may be required by Applicable Law, including, for example, 26 U.S.C. § 6713 and 26 U.S.C. § 7216.