

Space Time Media Ltd. (aka 'Dialogue')

TERMS OF USE (the "Terms")

Last Updated: June 2023

Please read these Terms to learn the rules and obligations governing your use of the Service. If you have questions about these Terms or the Service please email us at support@nowdialogue.com.

These Terms are a legally binding agreement between Space Time Media Ltd. (together with its US subsidiary 'Space Time Media USA, Inc.', the "**Company**", "**we**" or "**us**") and yourself ("**Customer**" or "**you**"), which govern your use of the web-based virtual vendor and consumer behavior analytics platform offered to you by Company (the "**Service**").

1) Consent to the Terms.

- a) Consent to the Terms and Privacy Policy. By (i) agreeing to the purchase order provided to you by the Company in which these Terms are referenced, or (ii) clicking on the "I Agree" or such similar button provided by Company prior to accessing the Service, or (iii) otherwise subscribing for, accessing and/or using the Service, you represent that you have read, understood, accepted and agreed to be bound by these Terms as well as the Company's Privacy Policy available at <https://nowdialogue.com/privacy-policy/> (the "**Privacy Policy**"), which is hereby incorporated into, and forms an integral part of, these Terms. *If you do not agree to these Terms and the Privacy Policy, you are not permitted to use the Service.*
- b) Acting on Behalf of a Legal Entity. If you are accessing and/or using the Service on behalf of a company or other legal entity, you represent and warrant that you have the authority to bind that company or other legal entity to these Terms. In that case, please note that the terms "you" and "Customer" also include any company/corporation or other entity/organization on whose behalf you are accepting these Terms. If you do not have the requisite authority to bind such legal entity, you may not accept these Terms and/or use the Service on behalf of any company or other entity/organization.
- c) Legal Capacity. You declare that by acceptance of these Terms and/or by using the Service you are of legal age to form a binding contract with Company, and in any case, at least 18 years of age. If the Service or any part thereof are determined to be illegal under the laws of the country in which you are situated, you shall not be granted any right or license to use the Service and must refrain from using the Service. Further, the Service is intended for use by persons and entities that are of legal capacity to create a binding legal agreement and who are not barred from use of the Service or any part thereof or receipt of the Service or any part thereof, under any applicable laws, including but not limited to sanctions laws of the United States, Israel, or any other applicable jurisdiction ("**Legal Capacity**"). You may not use the Service or any part thereof if you are not of Legal Capacity (e.g. you may not use the Service or any part thereof if you are working on behalf of a Specially Designated National (SDN) or a person subject to similar prohibitions administered by a United States government).

agency). Please be aware that we are not and shall not be held liable for any breach of this requirement.

- d) Modification of the Terms. We may modify the Terms at any time, at our sole discretion, by posting the modified Terms at the following link: <https://nowdialogue.com/terms/>. We will notify you of any changes to the Terms that we consider to be material modifications by sending an email to the email address you provide us upon registration. It's important that you review the Terms on a regular basis. You hereby agree that your continued use of the Service after we've posted modified Terms or notified you of a modification shall indicate and constitute your agreement to be bound by the modified Terms. If you don't agree to be bound by the modified Terms, then you may no longer use the Service.

2) License to Use the Service.

- a) Conditional License. Subject to Customer's compliance with these Terms, including payment of all applicable fees, and any other conditions under these Terms, Company agrees to provide Customer with access to and use of the Service during the Term (as defined below). Customer shall provide Company with such assistance and information, as shall be reasonably required for the provision of the Service.
- b) Availability of Service. Company shall make commercially reasonable efforts to ensure that the Service will be accessible and functional on a continuous basis, with the exception of scheduled maintenance periods. The foregoing notwithstanding, Customer acknowledges and agrees that the Service may be inaccessible or inoperable at any time and for any reason, including without limitation due to equipment malfunctions, unscheduled maintenance or repairs, or causes that are beyond Company's reasonable control or not reasonably foreseeable by Company, including without limitation interruption or failure of telecommunication or digital transmission links, hostile network attacks, network congestion or other failures.

If the Service becomes inaccessible or is not fully functional, other than due to scheduled maintenance, Company shall have qualified personnel respond during regular business hours and endeavor to remedy such unavailability or failure of functionality.

- c) Restrictions on Use. Customer's use of the Service is limited to that specifically and explicitly permitted in these Terms and shall be in accordance with such other instructions and guidance provided by Company from time to time in any form. In using the Service, Customer shall adhere to all applicable laws regarding the transmission and distribution of information or material over the Internet and will otherwise adhere to generally accepted standards of Internet usage. Without derogating from the above, Customer will not, and will not allow, permit, or assist any third party to use the Service in any way that: (i) violates any law or regulation, (ii) decompiles, reverse engineers, or otherwise attempts to discover any source code or underlying ideas or algorithms of the Service, (iii) violates the security of any computer network or cracks any passwords or security encryption codes, or (iv) attempts to or actually does sell, provide, lease, rent, lend, license, assign, delegate, or otherwise transfer or use or allow others to transfer or use the Service for the benefit of any third party.

- d) Authorized Users. Subject to the restrictions set forth herein, if you are subscribing to the Services on behalf of a legal entity, you may grant access to the Services, via your account (an “**Account**”) to your employees and independent contractors, who may only access and use the Services on your behalf for the sole purpose of performing their job functions or services on your behalf (“**Authorized Users**”). You will not share your login credentials or password for your Account with anyone other than an Authorized User. YOU ACKNOWLEDGE AND AGREE THAT YOUR AUTHORIZED USERS’ USE OF THE SERVICES IS SUBJECT TO THESE TERMS, AND THAT YOU ARE DIRECTLY RESPONSIBLE TO THE COMPANY FOR ENSURING THAT YOUR AUTHORIZED USERS AGREE TO, AND COMPLY WITH, THESE TERMS AND THE PRIVACY POLICY, AND USE THE SERVICES SOLELY AS EXPRESSLY PERMITTED BY AND IN ACCORDANCE WITH THESE TERMS. Customer hereby agrees to indemnify and hold harmless Company and its affiliates, employees, consultants, directors, managers and officers, from and against any claims, disputes, demands, liabilities, damages, losses, and costs and expenses, including, without limitation, reasonable legal and accounting fees, arising out of or in any way connected with: (i) any use of your Account by a person who is not an Authorized User, and (ii) any use of the Service by an Authorized User that is in breach of the Terms.
- e) Occasional Testing. You hereby acknowledge that, for circumscribed periods of time, the Company’s assets and plugins may be hidden from, and therefore the Services not available with respect to, up to 10% of the visitors to the Customer Site (such restriction of Services, the “**Anonymous Testing**”). The purpose of the Anonymous Testing is to assess, enhance and improve the effectiveness of the Services by comparing purchasing behaviour of visitors to the Customer’s Site who see the Company’s plugins to the behaviour of those who do not.

3) Collection & Use of End-User Information.

- a) End-User Information. As set out in the Privacy Policy, in order to effectively provide the Service Company will collect certain information from and about the Customer’s end-users (e.g. persons who access the Customer’s ecommerce stores) all as set out in the Privacy Policy (such information “**User Information**”). Customer hereby undertakes that, prior to installing the Service onto its website or ecommerce store (the “**Customer Site**”), Customer shall: (i) include on the Customer Site a privacy policy which permits the collection, use and storage of the User Information by the Company in accordance with the terms of the Privacy Policy (such activities the “**Data Processing**”), (ii) obtain all consents required by applicable laws, rules and regulations (including the GDPR) from all relevant persons, including the end-users for the Data Processing, and (iii) take all other steps necessary to ensure that all User Information provided to Company for the purpose of provision of the Service is being provided in full compliance with all applicable laws, rules and regulations (including the GDPR). To the maximum extent allowed under applicable law, Customer hereby grants Company a non-exclusive, worldwide, royalty-free license to store, host, display and otherwise use such User Information as necessary for provision of the Service in accordance with these Terms and the Privacy Policy.
- b) Customer Indemnity. Customer agrees to indemnify and hold harmless Company and its affiliates, employees, consultants, directors, managers and officers, from and against any claims, disputes, demands, liabilities, damages, losses, and costs and expenses, including, without limitation, reasonable legal and accounting fees, arising out of or in

any way connected with Customer's breach of Section 3(a) including any claim by Customer's end users which arises due to non-compliance by Customer with the provisions of Section 3(a).

- c) *Company Data Processing.* All User Information, as well as any other information Customer provides to Company, will be held and used in accordance with the Privacy Policy which constitutes an integral part of these Terms and is incorporated herein by way of reference.

4) **Representations & Warranties.**

- a) *Mutual Representations.* Each party represents and warrants to the other that it has full legal capacity to enter into the engagement hereunder, and that the performance of any and all of such party's undertakings and obligations hereunder, does not and will not constitute any breach or violation of any contract, law, rule or regulation, by which such party is bound or to which such party is subject.
- b) *Customer Representations.* Customer hereby represents and warrants that: (i) it shall only use the Service in full compliance with these Terms, and (ii) it has sufficient rights and permits to provide, make available and/or permit the Company to collect, use and store any and all User Information, and other data provided or made available by Customer in the framework of its use of the Service, in compliance with Section 3(a) herein and all applicable laws, rules and regulations, including without limitation, any and all applicable privacy laws, rules and regulations.

5) **Subscription Fees.**

- a) *Term & Fees.* The initial term, fees and payment terms for your subscription to the Service ("**Subscription**") shall be as set out in your purchase order or as selected by you on the Shopify App Store, as applicable (your "**Purchase Terms**"). Unless indicated otherwise in your Purchase Terms, Company shall start charging Customer the applicable fee upon the later of (i) promptly after Customer has subscribed for the Service, or (ii) the first day after the end of any free trial period made available to Customer, if any (such time as applicable, the "**Payment Start Date**"). Company is not obligated to provide any notification to Customer at such time when Company starts charging Customer in accordance with these Terms.
- b) *Renewal & Fee Increases.* According to the format set out in your Purchase Terms, Company shall either charge Customer the applicable monthly fee on the first day of each calendar month (beginning on the Payment Start Date) or shall charge Customer the applicable annual fee on the Payment Start Date (such initial monthly or annual term, an "**Initial Term**"). Subscriptions shall renew automatically for additional monthly or annual terms, as applicable (each, a "**Renewal Term**") unless: (i) you notify us, at least thirty days prior to the end of an Initial Term or Renewal Term, as applicable, that you do not wish to renew past the end of such Initial Term or Renewal Term, or (ii) Company determines, at its discretion, not to renew the Subscription. Company reserves the right to increase fees on an annual basis by up to 7% and to apply such increased fees automatically with respect to a Renewal Term without further notice.

- c) *Non-Refundable & Non-Inclusive of Tax.* All fees are non-refundable and are exclusive of any applicable taxes (including without limitation any Value Added Tax or other sales tax), customs, tariffs or other charges or fees, all of which will be added to such fees and borne exclusively by Customer. In addition, notwithstanding anything to the contrary in any applicable law, no amounts shall be set off, withheld, or deducted by Customer for any reason whatsoever from any payments due to Company hereunder, except to the minimum extent required under applicable law (unless Company has provided documentation allowing for exemption or reduction of the withheld amount, in which case Customer shall act in accordance with such documentation).
- d) *Late Payments.* Any payments by Customer that are not paid on or before the date such payments are due under these Terms and/or your Purchase Terms shall bear interest of 1% per month. Interest shall accrue daily beginning on the first day following the due date for payment and shall be compounded quarterly.
- e) *Payment Procedures.* Your payment of the fees associated with your subscription will be made via a third-party payment provider, and the link to pay via such third-party payment provider will be provided as part of your Purchase Terms or directly by Company.

6) **Term and Termination.**

- a) *Term.* These Terms govern the Customer's use of the Service for as long as Customer is provided access to the Service pursuant to the terms of the Customer's Subscription (the "**Term**").
- b) *Termination by Customer.* As indicated in Section 5(b) above, Customer may terminate the Subscription at the end of any Initial Term or Renewal Term by providing thirty days' advance written notice to the Company prior to the end of such Initial Term or Renewal Term.
- c) *Termination for Cause.* Either party may terminate the Subscription immediately if the other party: (i) breaches any of its obligations, representations and/or warranties hereunder and does not cure such breach within thirty (30) days of receiving written notice thereof, or (ii) becomes insolvent or makes any assignment (whether voluntary or involuntary) for the benefit of creditors or, or has any petition under bankruptcy, insolvency or administration law filed against it, which petition is not dismissed within thirty (30) days of such filing, or has a trustee, administrator or receiver appointed for a material portion of its business or assets.
- d) *Termination by Company.* Company may immediately, temporarily or permanently, suspend the Service or terminate Customer's Subscription, Account and/or and access to the Service, in addition to any other remedies that may be available to Company under these Terms and/or any applicable laws, if Company determines, at its discretion, that: (i) Customer has engaged in any acts prohibited by these Terms, (ii) Customer has breached any of its representations, warranties or undertakings under these Terms, (iii) Customer has failed to make any payment when due hereunder, or (iv) such actions are reasonably necessary in order to: (a) prevent any actual or potential adverse impact on Company's ability to deliver services to its customers; (b) prevent any actual or potential damage to, or misuse, abuse or degradation of the integrity of Company

property, systems or data; (c) comply with any applicable laws, including any judicial or governmental request or order; or (d) protect Company from actual or potential liability or harm to its reputation or business. Company will use commercially reasonable efforts to notify Customer of the reasons for such suspension or termination action as soon as reasonably practicable.

- e) *Effect of Termination*. Upon termination or suspension of Customer's Subscription and/or Account for any reason Customer shall immediately cease to use the Service. In the event Customer's Subscription and/or Account has been terminated or suspended by Company under Section 6(d) above and Customer is not in breach of any of its obligations or representations under these Terms, Company shall refund Customer the prorated amount of fees that have been prepaid for the period during which the Service shall not be provided. In no event will Company be liable to Customer for any compensation, reimbursement, or damages on account of the loss of prospective profits, anticipated sales, goodwill or on account of any expenditures, investments or commitments in connection with Customer's business, or for any other reason whatsoever arising from the termination or suspension of the Customer's Subscription or Account.
- f) *Survival*. Sections 3 ("*Collection & Use of End-User Information*") 5 ("*Subscription Fees*"), 6 ("*Term and Termination*"), 7 ("*Intellectual Property Rights*"), 8 ("*Confidentiality*"), 9 ("*Limitation of Liability*"), and 10 ("*Miscellaneous*") herein, as well as any other provision intended by its nature to survive the termination of the Subscription, shall survive any termination of the Subscription.

7) **Intellectual Property Rights.**

- a) *Rights to the Services*. All right, title and interest in and to the Service and all materials, including but not limited to any computer software (in object code and source code form), data or information, any know-how, methodologies, equipment, or processes, used by Company to provide the Service, including without limitation all patent, copyright, trade secret and any other intellectual property rights therein, but specifically excluding the User Information, are and shall remain the sole and exclusive property of Company.
- b) *User Information*. All User Information is and shall remain the sole and exclusive property of Customer and/or the respective end users, as applicable. Without derogating from the above, Customer hereby grants Company a non-exclusive, royalty-free, perpetual, irrevocable, transferrable, sublicensable and assignable license to use any and all User Information pursuant to the terms of Section 3 herein and the Privacy Policy.
- c) *IP Developments*. Further, it is hereby agreed that any and all inventions, developments, source codes, improvements, mask works, trade secrets, modifications, discoveries, concepts, ideas and/or designs, including any derivative works, modifications and any proprietary information (including, without limitation, any ideas, concepts, know-how, techniques or insights which may be provided by Customer pursuant to Customer's use of the Service), whether or not patentable or otherwise protectable, and all intellectual property rights associated therewith, which are invented, made, developed, discovered,

conceived or created, in whole or in part, independently by Company, or jointly with others (including Customer), in connection to the Service and/or any other confidential or proprietary information of Company or which was provided by Company to Customer, shall be the sole and exclusive property of Company.

- d) *Aggregated Information & Feedback.* Customer agrees that Company may collect and/or generate aggregated, anonymized, and/or other non-personally identifiable information including data about Customer's and/or its end users' usage of the Service ("**Retained Information**"), and use such information in order to perform its obligations under these Terms and provide the Service and/or to improve its products and/or services, as well as for its internal statistical or measurement purposes. In addition, any feedback, suggestions, ideas or other inputs that Customer provides to Company in connection with Service may be freely used by Company to improve or enhance its products and services and, accordingly, all rights to such improvements and/or enhancements, howsoever arising, including as a result of any ideas, inputs or information provided by Customer as aforesaid, shall vest solely with Company.

8) **Confidentiality.**

All non-public confidential or proprietary information of either party ("**Confidential Information**"), including, but not limited to, information about such party's business affairs, products, services, methodologies, confidential intellectual property, trade secrets, third-party confidential information, and other sensitive or proprietary information, disclosed by one party (the "**Disclosing Party**") to the other party (the "**Receiving Party**"), whether disclosed orally or disclosed or accessed in written, electronic, or other form or media, or otherwise learned by the Receiving Party in connection with the Subscription and/or the Service is confidential, solely for use of fulfilling its obligations/exercising its rights under, or as otherwise permitted by, these Terms and the Privacy Policy. The Receiving Party shall protect and safeguard the confidentiality of the Disclosing Party's Confidential Information with at least the same degree of care as the Receiving Party would use to protect its own Confidential Information of a similar nature, but in no event with less than a commercially reasonable degree of care. Confidential Information does not include any information that: (a) is or becomes generally available to the public other than as a result of the Receiving Party's breach of these Terms; (b) is obtained by the Receiving Party on a non-confidential basis from a third-party that was not, to the Receiving Party's knowledge, legally or contractually restricted from disclosing such information; (c) was in the Receiving Party's possession prior to the Disclosing Party's disclosure hereunder; (d) was or is independently developed by the Receiving Party without using any of the Disclosing Party's Confidential Information or (e) is required to be disclosed under applicable law, regulation or a valid order issued by a court or governmental agency of competent jurisdiction. The Receiving Party may disclose Confidential Information to its employees, contractors, agents, or representatives ("**Representatives**") who have a reasonable need to know such Confidential Information for a purpose connected to a permitted use hereunder, provided that such Representative is subject to confidentiality obligations similar to those hereunder.

9) **Limitations of Liability.**

- a) *Disclaimer of Warranties.* CUSTOMER ACKNOWLEDGES THAT THE SERVICE IS BEING PROVIDED 'AS IS'. OTHER THAN AS EXPRESSLY SET FORTH IN THESE TERMS, COMPANY EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT

LIMITATION ANY WARRANTY OR CONDITION OF MERCHANTABILITY, FITNESS OR SUITABILITY FOR ANY PARTICULAR PURPOSE (EVEN IF ON NOTICE OF SUCH PURPOSE), NON-INFRINGEMENT, SATISFACTORY QUALITY, THAT ANY USER INFORMATION OR OTHER CUSTOMER'S DATA AND/OR OTHER DATA STORED WITH COMPANY WILL BE SECURE OR OTHERWISE NOT LOST OR DAMAGED, OR THAT THE SERVICE WILL BE UNINTERRUPTED OR ERROR FREE.

WITHOUT DEROGATING FROM THE ABOVE, IT IS FURTHER CLARIFIED THAT COMPANY DOES NOT GIVE ANY REPRESENTATIONS, WARRANTIES AND/OR GUARANTEES OF ANY KIND WITH RESPECT TO THE RESULTS OR OUTCOMES OF THE SERVICE, AND CUSTOMER EXPLICITLY ACKNOWLEDGES THAT ANY USE OF AND/OR RELIANCE ON THE SERVICE IS MADE AT CUSTOMER'S SOLE RISK AND RESPONSIBILITY.

- b) Limitation on Type of Liability. IN NO EVENT SHALL COMPANY OR ANYONE ON ITS BEHALF BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING WITHOUT LIMITATION ANY LOSS OF ACTUAL OR ANTICIPATED REVENUE, CUSTOMERS, BUSINESS, GOODWILL, SAVINGS, PROFITS OR LOSS OF DATA, IN CONNECTION WITH THESE TERMS AND THE SERVICE TO BE PROVIDED HEREUNDER, WHETHER ARISING OUT OF BREACH OF CONTRACT, TORT OR ANY OTHER THEORY OF LIABILITY, REGARDLESS OF WHETHER SUCH DAMAGES WERE FORESEEABLE AND WHETHER OR NOT THE BREACHING PARTY WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING LIMITATIONS SHALL APPLY EVEN IF THE CUSTOMER'S REMEDIES UNDER THIS AGREEMENT FAIL OF THEIR ESSENTIAL PURPOSE.
- c) Limitation on Amount of Liability. NOTWITHSTANDING ANYTHING TO THE CONTRARY HEREIN, IN NO EVENT WILL THE COMPANY'S AGGREGATE LIABILITY ARISING OUT OF OR RELATING TO THESE TERMS AND THE CUSTOMER'S SUBSCRIPTION FOR AND/OR USE OF THE SERVICES, WHETHER ARISING OUT OF BREACH OF CONTRACT, TORT, OR OTHERWISE, EXCEED THE TOTAL AMOUNT PAID BY CUSTOMER TO THE COMPANY IN THE 12 MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM. THE EXISTENCE OF ONE OR MORE CLAIMS HEREUNDER WILL NOT INCREASE THIS MAXIMUM LIABILITY AMOUNT. THE FOREGOING LIMITATIONS SHALL APPLY EVEN IF THE CUSTOMER'S REMEDIES UNDER THIS AGREEMENT FAIL OF THEIR ESSENTIAL PURPOSE.

10) **Miscellaneous.**

- a) Jurisdiction & Governing Law. These Terms shall be governed by and interpreted and enforced in accordance with the laws of the State of Israel, without regard to its conflict of law principles. All actions, suits or proceedings under or related to these Terms shall be subject to the exclusive jurisdiction of the competent courts of Tel-Aviv, Israel to the exclusion of all other jurisdictions and the parties irrevocably waive any claim regarding Israeli courts' international jurisdiction and/or forum non-convenient.

- b) Use of Customer Name & Logo. Customer hereby permits Company to use Customer's name and logo for the purpose of indicating Customer as being a customer of Company and user of the Service in Company's marketing materials and publications and on Company's website.
- c) Notice. All notices permitted or required hereunder shall be in writing and shall be sent by email, if to Company to support@nowdialogue.com, and if to Customer, to the email address provided by Customer when subscribing to the Service or used in connection with the Account; or at any other email address as either party may specify in writing. Any such notice will be deemed as being received on the date of transmission of email, unless given not on a business day (i.e. – a day when banks in Israel are open for business), in which case such notice shall be deemed as being given on the next business day.
- d) Assignment. The Company may not assign any of its rights or obligations hereunder without the prior written consent of Company and any such attempted assignment shall be null and void. Company may assign any of its rights and obligations hereunder to any party.
- e) Entire Agreement. The terms and provisions of these Terms, as may be amended by the Company from time to time pursuant to Section 1(d) herein, together with your Purchase Terms, the Privacy Policy and any documents incorporated herein by reference, constitute the entire agreement between the parties with respect to the subject matter hereof and shall supersede all previous communications, oral or written, between the parties hereto with respect to the subject matter hereof.
- f) Severability. If any provision of these Terms is held by a court of competent jurisdiction to be illegal, invalid or unenforceable, that provision shall be deemed limited, eliminated or revised to the minimum extent necessary so that these Terms shall otherwise remain in full force and effect and enforceable and, to the maximum extent possible, the original intent of the Terms be preserved.
- g) Force Majeure. Neither party shall be liable for any delay in performing its obligations (except for payment obligations) hereunder if such delay is caused by factors beyond its control, including without limitation acts of God, war, riot, fire, explosion, flood, pandemic, epidemic, earthquake or technical or technological failure beyond such party's reasonable control ("**Force Majeure**"). Subject to the party so delaying promptly notifying the other party in writing of the reasons for the delay (and the likely duration of the delay), the performance of such party's obligations shall be suspended during the period of Force Majeure and such party shall be granted an extension of time for performance equal to the period of the delay.
- h) Relationship of Parties. Nothing contained in these Terms shall be construed to constitute the parties as partners or joint ventures with or agents for one another. Neither party shall have the authority or permission to represent, obligate or bind the other in any manner whatsoever.
- i) Copyright Infringement Claims (DMCA Notice). If you believe that any material on the Service infringes your copyright, please see our DMCA Notice available at <https://nowdialogue.com/dmca/> for instructions on how to notify us with your request.