Babel X®

1.   Overview

Babel Street's SaaS platform, Babel X®, leverages user-defined queries to persistently discover relevant information from a variety of sources and across languages.

Babel X is a multi-lingual, geo-enabled, text-analytics, social media and web-monitoring platform. It is designed to help our customers identify opportunities and risks by fully leveraging publicly available information in this era of geographically diverse, multi-lingual and near real-time feeds. Babel X assigns and charts sentiment for social media in 20+ major world languages. Users identify themes, entities, and categories, as well as detect relationships, within the cloud-based platform. Babel X users can search and analyze through a wide range of lenses to include geospatial, temporal, sentiment, and topics of interest. Users can conduct public records search and set custom alerts for topics or activities of interest. Customers may access Babel X from any computer, device, or smartphone with an internet connection and a web browser.

Babel Street provides the Babel X software platform to locate and isolate relevant publicly and commercially available information on a persistent basis. Our software identifies, collects, and analyzes that information in near-real time across languages as "Data Feeds." The data located through our software, however, does not belong to us – nor to our customers. It is publicly and commercially available information. The data accessed through Babel X is not part of the Babel X software, and Babel Street is not responsible for the accuracy or continued availability of the data or any other information accessed through Babel X. Depending on the source of the information, there may also be terms and conditions that govern its use and even, in some cases, what organizations may access it. Babel Street does not make any representations or commitments and shall have no liability or obligation in relation to data that our software locates.

All Babel X subscriptions include Babel Channels®, which provides users timely local and global situational awareness through local perspectives and collections selected by customer, with topics ranging from:

- Breaking News

- Disease Outbreaks

- Mass Casualty Attacks

- Natural Disasters

- Terror Events

- Transportation Events

Subscriptions also include Find X, which is Babel X's single-line query bar for quick, non-persistent search requirements, searching across Social Media, Blogs, Message Boards, News Outlets, Domains, etc.

Additional premium options are available, as well, as outlined below which extend Babel X's functionality to allow access to additional data sources.

Babel X with Active Filters

Description - **Babel X** – is the premier tier option for Customers. This Tier includes 5 Active Filters; additional Active Filters may be added. Babel X includes Find X, Deep/Dark Web Search capability, Public Records Search (1,000 Searches), and "Read Only" capability to read shared Active Filters from other users in your organization (if purchased). Up to 50 Babel Channels are included, along with mobile application access.

- An Active Filter is a user-built, Boolean logic-drive stream allowing access to documents from one or more user-built queries within the Babel X platform. When active (turned "on"), an Active Filter streams curated data persistently and autonomously and will do so until turned off. The results can be viewed within the User Interface or Mobile App and collection continues regardless of whether a user is logged in. The filter results are sharable among users within the platform. Additionally, filter results are shareable external to the platform via email.

Locate X and Locate X Premium and additional Public Records Searches may be added to this tier.

Babel X: Research Subscription

Description - **Babel X: Research Subscription** – is the intermediate tier option for Customers. The Babel Research tier includes Find X, Deep/Dark Web Search capability, Public Records Search, and "Read Only" capability to read shared Active Filters from other users in your organization (if purchased). Up to 50 Babel Channels are included along with mobile application access.

Locate X and Locate X Premium and additional Public Records Searches may be added to this tier.

Babel X: Channels Subscription

Description - **Babel X: Channels Subscription** – is the standard tier option for Customers. This tier includes Find X (limited to breaking news only), Deep/Dark Web Search capability, and "Read Only" capability to read shared Active Filters from Babel X Subscription users in your organization (if purchased). Up to 50 Babel Channels are included, along with the mobile application access.

Locate X and Locate X Premium and Public Records Searches may not be added to this tier.

ADDITIONAL PREMIUM SERVICES: Annual Subscription Fees

The functionality of Babel X can be extended to allow access to the following premium Data Feeds as annual subscriptions provided that valid Babel X subscriptions remain in place:

Public Records Searches looks across the web, public records, and social networks for information related to entity searches.

Locate X™ provides access to a Data Feed enabling access to historical digital device location data. The results are obtained from geo-enabled advertising sources and are not derived from cell site location information. The incoming data has been anonymized at the provider level through the assignment of a randomly designated device ID to each device. The Locate X Data Feed only provides access to data obtained from devices and does not have a direct correlation to identity.

Use of **Locate X** requires purchase of applicable Babel X subscriptions and is not available except through the Babel X platform. Locate X pricing is based on the number of Babel X users who will receive access to Locate X. Access to Locate X data is not required for all Babel X users.

Babel Street also offers select Locate X customers, pending approved use cases, an opportunity to subscribe to **Locate X™ Premium**. Locate X Premium offers access to additional metadata and is an add-on purchase to Locate X.

Use of Locate X and Locate X Premium are subject to the Babel Street, Inc. End User Subscription Terms International Locate X Addendum to the Terms and Conditions document.

Babel X Ontologically Assisted Search and Intelligence System (OASIS) enables automated, at-scale, query of multiple identifiers through various data sources. It standardizes and automates the data query process to achieve significant efficiencies. By minimizing data entry, simplifying data processing, and refining results output, Babel X OASIS executes a large volume of queries simultaneously and receives consistent, meaningful results in a much shorter time than current methodology allows.

By consolidating multiple identifiers for a single entity and then grouping multiple entities, this capability allows users to submit a single query in lieu of hundreds or even thousands of queries. Queries follow standardized rule sets to achieve consistent, impactful results while saving considerable time compared to traditionally repetitive, manually entered and error prone search tasks. Furthermore, the solution simplifies customer procedures and scales to manage ever-growing numbers of identifiers, freeing users' time for higher value activities.

Pricing is derived by case. A case is defined as a set of one or more identifiers correlated to a single entity on which the Customer must conduct searches of multiple data sources. This Babel X functionality is not intended to conduct open-ended, persistent searches on provided identifiers.

This offering includes Basic and Advanced level queries.

Basic consists of public records searches. Advanced includes public records searches and use case customized searches across additional publicly available data sources (including select deep and dark web sources).

Babel Synthesis leverages advanced artificial intelligence and machine learning to swiftly understand topics and thought leaders as well as conduct relationship analysis of associated networks and audiences. The software automatically compiles and visualizes these relationships enabling more fulsome analysis.

2. **Onboarding**

Upon contract initiation, credentials to the Application are provided via email for rapid platform access, and Babel Street can support changes to user assignment throughout the subscription period. Additional purchases, to include adding subscriptions or extending the functionality of a subscription, may be made during the subscription period on a coterminous basis. For the avoidance of doubt, any partial month shall be treated as a full month for the purposes of proration.

3. Training

Training is included in the onboarding process and remains available on-demand throughout the subscription term. Created in response to customer demand for industry certification in finding, combing, and analyzing digital information, Babel University® includes self-paced training sessions that teach best practices for finding needles in the haystack, creating Data Feeds, and building analytical models to support reporting.

Effective and efficient use of Internet-based data has emerged as a critical component of analytical work across the commercial and government markets. Babel University's cloud-based delivery reaches every corner of the globe for convenient customer access and helps organizations rein in excessive travel costs. With the rapid personnel turnover often associated with today's market, Babel University helps new users to get up to speed quickly and on the job faster.

4. Customer Experience

Babel Street's Account Team and Customer Experience Team will help set up of Customer's user accounts. Babel University® is the virtual hub for all Babel Street training.

In addition to supporting training and onboarding, supplying credentials for a virtual training portal and subsequently Babel X upon initiation of contract, the Customer Experience Helpdesk ("CX Team") responds to Customer queries via the Application, email, and telephone. The CX Team also supports updated credentialing throughout the subscription period.

Babel Street works closely with customers to ensure success. The CX Team has earned the reputation of providing timely and helpful support to customers and is always ready to go above and beyond.

5. Pricing

Please refer to the G-Cloud 12 Babel X pricing document for pricing. Additional purchases, to include adding subscriptions or extending the functionality of a subscription, may be made during the subscription period on a coterminous basis.

6. Trial Period

A trial subscription may be offered to Customer free of charge. Training may be required to use Babel X. Trials are typically 5 - 10 days and provide limited user functionality to the platform; however, users do have the ability to see the full range of the platform's capabilities.

7. Security Standards

Babel X is accessed through a web browser, so no software need be installed on a customer's machine. Further, Babel Street does not host any customer data. Babel Street follows industry standard security protocols, including the guidelines of NIST 800-171 and ISO 27001. We host our application on Amazon Web Services (AWS), which provides additional security resources found here: https://aws.amazon.com/security/security-resources/.