Appendix B

Twitter Customer Order Form

Twitter Customer Order Form

00036343.0

This Order Form ("Order") and Customer's use of the Services and Licensed Materials is subject to and governed by the Twitter Master License Agreement located at **https://legal.twitter.com/data-terms/us/mla.html**, including the Twitter Developer Policy located at **https://developer.twitter.com/en/developer-terms/policy**. Capitalized terms used in this Order will have the respective meanings ascribed to them in the Master License Agreement.

Customer (or "you" as defined in Master License Agreement)		**Bill to Party**	
	Purdue University		Purdue University
Address	100 N. University West lafayette, IN BRNG 2253 US	Address	100 N. University West lafayette,IN BRNG 2253 US
		Contact	Sweta Baniya baniya@purdue.edu 5712089452

Order Information			
Twitter Sales Contact	Emily Ashley	Twitter Account Manager	Kevin Dolezal
Order Effective Date	12/10/2019	Order Term	12/10/2019 - 12/9/2020
Customer PO			This Order will commence on the Order Effective Date and will remain effective for the Order Term (defined above), unless otherwise terminated earlier in accordance the Agreement. This Order is not effective until signed by both parties.
Adminerator Console Number -Account Name	2258--Purdue		

Customer Application	The core use of the case is for academic purposes only. Twitter APIs will only be used for academic research purposes. There are no profit-generating activities, but this academic research is a contribution to society. Since this is a work without any profit of customers. There is no delivery to the customers. Twitter users will not be analyzed. Their identities will not be revealed in any case. If there is a chance that the identities of the Twitter users will be revealed then, all of them will be anonymized. My research has been approved by IRB at Purdue University. The research during the data collection as well as analysis will adhere to the IRB protocol that protects all the human subjects that are related with the research. For the analysis: I will be using "Social Network Analysis" via Nvivo to generate networks to see how people have networked via twitter. For this research, there will be no analysis of only the keywords but not the whole tweet.

The list of topic to be researched are:

1) Transnational Interaction
2) How do people network via Twitter during a disaster?

Here are my broader research questions:

1.How did transnational assemblage of official and unofficial communities formed in Nepal and Puerto Rico to mitigate the challenges of two different disasters?
2.What are the unique digital rhetorical and participatory actions of the assemblages in Nepal and Puerto Rico that helped in performing crisis communications transnationally?
3.What are the non-western, decolonized, and western practices of knowledge making during disaster that we can explore to compose and communicate better to help vulnerable populations in need?

The keywords will be used to analyze for example: how many people have used hashtag

Agreement Number
12/10/2019 10:26:57

#NepalEarthquake or have used keywords like relief, rescue, help, donate. Only the numerical value will be analyzed. The content of the Tweets, as well as the identities displayers such as photographs or location or personal details, will not be used.

For the purpose of sharing, the results of Social Network Analysis will be presented in the form of written publication - the first will be my dissertation project, the second will be publications, and the third will be conferences. These are purely academic audiences and thus, there will be no profit-making involved in this.

As mentioned above, the exact content of the Tweets wouldn't be displayed. However, the content if necessary to be displayed will be done during classroom activities, conferences, and peer-reviewed academic publications. Again, the identity of Twitter accounts will not be disclosed. Any tweets that disclose personal details and information will not be used for the dissemination. This way, the information shared will be able to protect the identities of the people. The results of social network analysis are displayed in the form of maps and charts and graphs - hence, there will not be any information that is related to the human subjects (Twitter users) will be displayed. Only the numbers will be displayed. Additionally, the research doesn't involve Tweeting, Retweeting, or liking the content or interaction with any Twitter accounts.

The API will only be used by me. There will be no redistribution of Twitter content via a third-party API. Twitter content will not be made available to a government entity. This will be used only for academic purpose and will be shared as public information via libraries and doesn't serve or provides service to any government entities.

User Protection and Government Use. The provisions of Section 14.2 and Section 14.3 of the Agreement shall take precedent over any conflicting or inconsistent provisions set out in this Customer Application.

Services and Fees

Service	Price - Fees	Quantity	Unit of Measure	Start Date	End Date
Twitter Historical PowerTrack-Single Job	$2,500.00	1		12/10/2019	12/9/2020

Total One Time Charges: $2,500.00

Incorporated Terms. As set out and incorporated in the Master License Agreement and Developer Policy, Customer may also be subject to the following terms where applicable: as it relates to your display of any of the Twitter Content, the Display Requirements located at **https://developer.twitter.com/en/developer-terms/display-requirements**; as it relates to your access to Twitter European Data, the Data Protection Addendum located at **https://gdpr.twitter.com/en/controller-to-controller-transfers.html**; as it relates to your use and display of the Twitter Marks, the Twitter Brand Assets and Guidelines located at **https://twitter.com/logo**; and as it relates to taking automated actions on your account, the Automation Rules located at **https://support.twitter.com/articles/76915** ("**Automation Rules**").

Additional Product Terms. If you access or receive the Enterprise Data Collector, Engagement API, Account and Activity API, or InsightsTrack you agree to applicable terms located at **https://legal.twitter.com/data-terms/us/additional-terms.html**, which are hereby incorporated into the Agreement by reference.

Business/Pricing Terms:	Nepal Earthquake: Date Range: 4/24/2015-5/1/2015 Operators: place: Nepal OR Asia OR Europe OR United States OR Australia OR Latin America (#NepalEarthquake OR #earthquake OR #QuakeNepal OR #quakeNepal OR #earthquakenepal OR #EarthquakeNepal OR #NepalEarthquakeRelief OR #NepalQuakeRelief OR #Pray4Nepal OR #prayfornepal OR #NepalQuake OR #NepalRelief OR #NepalRises) Hurricane Maria: Date Range: 9/17/2017 - 9/24/2017 Operators: (#Hurricane OR #HurricaneMaria OR #Relief OR #PuertoRico OR #Boricua OR #Relief OR #StayStrong OR #ReliefEfforts OR #Help OR #PuertoRicoStrong OR #PuertoRicoRelief OR #ClimateChange OR #UnitedForPuertoRico OR #PuertoRicoWillRise OR YoNoMeQuito OR #EchaPa'Lante OR #SePuede OR #BastaYa OR #Pa'Arriba OR #VamosPa'Encima OR #PuertoRicoLoHaceMejor OR #HuracanMaria OR #UnidosPorPuertoRico OR #PuertoRicoStrong OR #Comfort4PuertoRico OR #LatinaInfluencersCoalition OR #Maria)

00036343.0

Customer agrees to not publish any analysis or results of analysis of Follower Graph data without written permission from Twitter. Prohibited publication types include marketing PDFs, blog posts, videos, or public speaking engagements. Customer may, however, market that Customer provides access to insights derived from the relevant endpoints and communicate how the Customer Service works to analyze this data.

Native geo data prior to 9/1/2011 is not available from Twitter; Language Detection, and URL Expansion enrichments prior to 3/26/2012 are not available; Profile Geo prior to 8/1/2013 are not available. All data prior to 1/1/2011 contains user profile information as it appeared in that user's profile in September 2011.

For historical products, Customer is charged based on the number of days and activities requested through Customer's given rules ("Job") and are determined based upon the calendar month in which the Jobs were completed. The smallest unit of time in which a Job can be completed is one (1) Historical Day. A Historical Day is any calendar day in UTC time that the historical job timeframe touches. For example if one asks for a historical job that went from 11:59pm to 12:01am, this would count as 2 historical days.

Upon completion of a historical job, the Twitter Content will only be available for download **for 15 calendar days**. If the Twitter Content is not downloaded by the 15th day, there may be additional charges to re-run the job.

*All rights to Twitter Content granted through the Agreement and this Order Form shall **terminate 12 months from the Order Effective Date**.

Additional Payment Terms.   On the Effective Date, Twitter will invoice Customer for the fees indicated above, which will be due upon receipt. Payment must be accepted by Twitter prior to delivery of data.

Receipt and Review of Terms and Exhibits.   Customer acknowledges that it has received and reviewed the Twitter Master License Agreement, the Twitter Developer Policy, the Incorporated Terms, the Additional Product Terms and other terms or exhibits incorporated into this Order. Customer understands and agrees the Twitter Master License Agreement, the Twitter Developer Policy, the Incorporated Terms, the Additional Product Terms and other terms or exhibits incorporated into this Order are part of this Order.

Entire Agreement; Counterparts; Originals. This document (including the Twitter Master License Agreement, the Twitter Developer Policy, the Incorporated Terms, the Additional Product Terms), and any applicable exhibits and applicable supplementary terms as defined herein constitutes the entire agreement of the parties and supersedes all prior communications, understandings and agreements relating to the subject matter hereof, whether oral or written. No term or condition contained in Customer's purchase order or similar document will apply unless agreed upon hereunder, even if Twitter has accepted the order set forth in such purchase order, and all such terms or conditions are otherwise hereby expressly rejected by Twitter. This Agreement may only be amended by a written document signed by authorized representatives of Twitter and Customer. This Order may be executed in two or more counterparts, each of which will be deemed an original, but all of which together shall constitute one and the same instrument.

AGREED:		ACCEPTED:	
Customer:	Purdue University	**Twitter:**	Twitter International Company
By:	*Sweta Baniya (Dec 10, 2019)*	**By:**	*Laurence O'Brien (Dec 11, 2019)*
Name	Sweta Baniya	**Name**	Laurence O'Brien
Title	Graduate Student	**Title**	EMEA Controller
Date	Dec 10, 2019	**Date**	Dec 11, 2019

Agreement Number
12/10/2019 10:26:57